



Pacific Highway Upgrade Construction Workforce Survey

Port Macquarie to Coffs Harbour

April 2016

Prepared for Roads & Maritime Services
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Executive Summary

Roads and Maritime Services (Roads and Maritime) has carried out research to profile the construction workforce on the Pacific Highway upgrade on the North Coast between Port Macquarie and Coffs Harbour. The research objective was to better understand the number of local and relocated workers, where they live, and the services they use in local communities while they work on the upgrade. This report is to inform Government and other agencies, local councils and the community to guide planning for the Woolgoolga to Ballina upgrade project and other major projects.

The research study found that over half of respondents, including both local and relocated workers, have been working on various sections of the Pacific Highway upgrade for as many as seven or eight years. This indicates that the people working on the Port Macquarie to Coffs Harbour section of the Pacific Highway are a long-term, skilled workforce, and are not a temporary or transient workforce.

Survey findings suggest that people working on the Port Macquarie to Coffs Harbour section of the Pacific Highway are a long-term, skilled workforce who have worked on other sections of the Highway upgrade, and as such provide valuable transferrable skills to build other parts of the highway.

From this evidence, we can surmise that it is likely that a proportion of the workforce for the Woolgoolga to Ballina section of the Pacific Highway upgrade will be made up of workers who have worked on other sections of the Pacific Highway upgrade over the past few years. As such, the data collated and analysed for this report suggests that the workforce on the Woolgoolga to Ballina section of the Pacific Highway upgrade will not be entirely made up of relocated or temporary workers, but rather a workforce including local people, people who have relocated from other sections of the highway upgrade and workers who will relocate to work on the upgrade for the first time.

Acknowledgement

The information contained in this survey report is a result of the cooperation of the following industry partners, their project teams and the people who participated in the survey research:

Pacific Highway project	Head Contractor
Oxley Highway to Kundabung	Lend Lease
Kundabung to Kempsey	McConnell Dowell-OHL joint venture
Frederickton to Eungai	CPB Contractors (formerly Leighton Contractors)
Warrell Creek to Nambucca Heads	Acciona Ferrovial joint venture
Nambucca Heads to Urunga	Lend Lease

Key Findings

A survey was undertaken of the 2,603-strong workforce for the five sections of the Pacific Highway upgrade between Port Macquarie and Coffs Harbour.

The survey was distributed as a hard copy document and available for completion online from 9-16 November 2015. The hard copy survey was distributed and collated at the five work sites beginning the week of 9 November 2015. There was an excellent response rate to the survey with 993 surveys completed, comprising nearly 40 percent (38.14) of

the estimated total workforce on the Pacific Highway between Port Macquarie and Coffs Harbour.

One of the aims of the survey was to find out what types of services people use in local communities while they work on the Pacific Highway upgrade; such as education, health and recreational services. As with any survey there were anomalies within the responses. For example, while some respondents reported that they lived in the area before the upgrade project started, they answered questions relating to relocated workers only, such as whether they, or their family, used particular community services. These anomalies were considered when writing this report and are referred to in relevant sections.

Key research findings based on 993 survey respondents include:

- More than half of respondents currently working on the Pacific Highway upgrade between Port Macquarie and Coffs Harbour have worked on other sections of the Pacific Highway upgrade in NSW and Queensland
- About two thirds of respondents working on the Pacific Highway upgrade between Port Macquarie and Coffs Harbour relocated to work on the project from 100 kilometres or further
- Just less than half (42.97 percent) of respondents who relocated to work on the highway upgrade had a family or partner relocate with them. The survey found that the many partners who relocated, also work in road construction
- Overall, the most common response for family structure was that of a couple with children, 446 persons (45.51 percent) saying they had a partner and children
- Of the workforce that relocated to work on the highway upgrade, almost one quarter responded that they never go back to their usual home on weekends
- It is a young workforce working on this part of the Pacific Highway upgrade with just over half of the workforce (51.67 percent) aged between 20 and 39 years of age
- Almost three quarters of the workforce (72.35 percent) will work on the upgrade for one to three years
- About two thirds (65.40 percent) of construction workers rent their accommodation while working on the highway upgrade
- About 72 percent of respondents who relocated to work on the upgrade rent their accommodation, compared to 52 percent of respondents who already lived in the area and rent accommodation
- In terms of health, educational, cultural and recreational services used by construction workers in the area, the main service workers use is health services, including visiting a GP or a hospital
- Local respondents generally are travelling further to their project sites, and more own the property in which they live
- Workers who relocated to work on the project travel less distance to their project sites, with the majority renting their accommodation near project sites. Nearly 30 percent of respondents said they were thinking of permanently relocating to the area they are working in when they have finished the job.

Background

Roads and Maritime's brief required research to profile the estimated 2,500 temporary construction workforce between Port Macquarie and Coffs Harbour so as to better understand some of the requirements placed on local communities as a result of the Pacific Highway upgrade. This is in response to concerns raised by communities and stakeholders neighbouring the Woolgoolga to Ballina project route, including concern that the number of temporary workers moving to the area to work on the upgrade may lead to an increase in rental prices and to an increased demand on services such as education and health. Community members and stakeholders have also proposed there may be a need for dedicated temporary worker accommodation for the Woolgoolga to Ballina project.

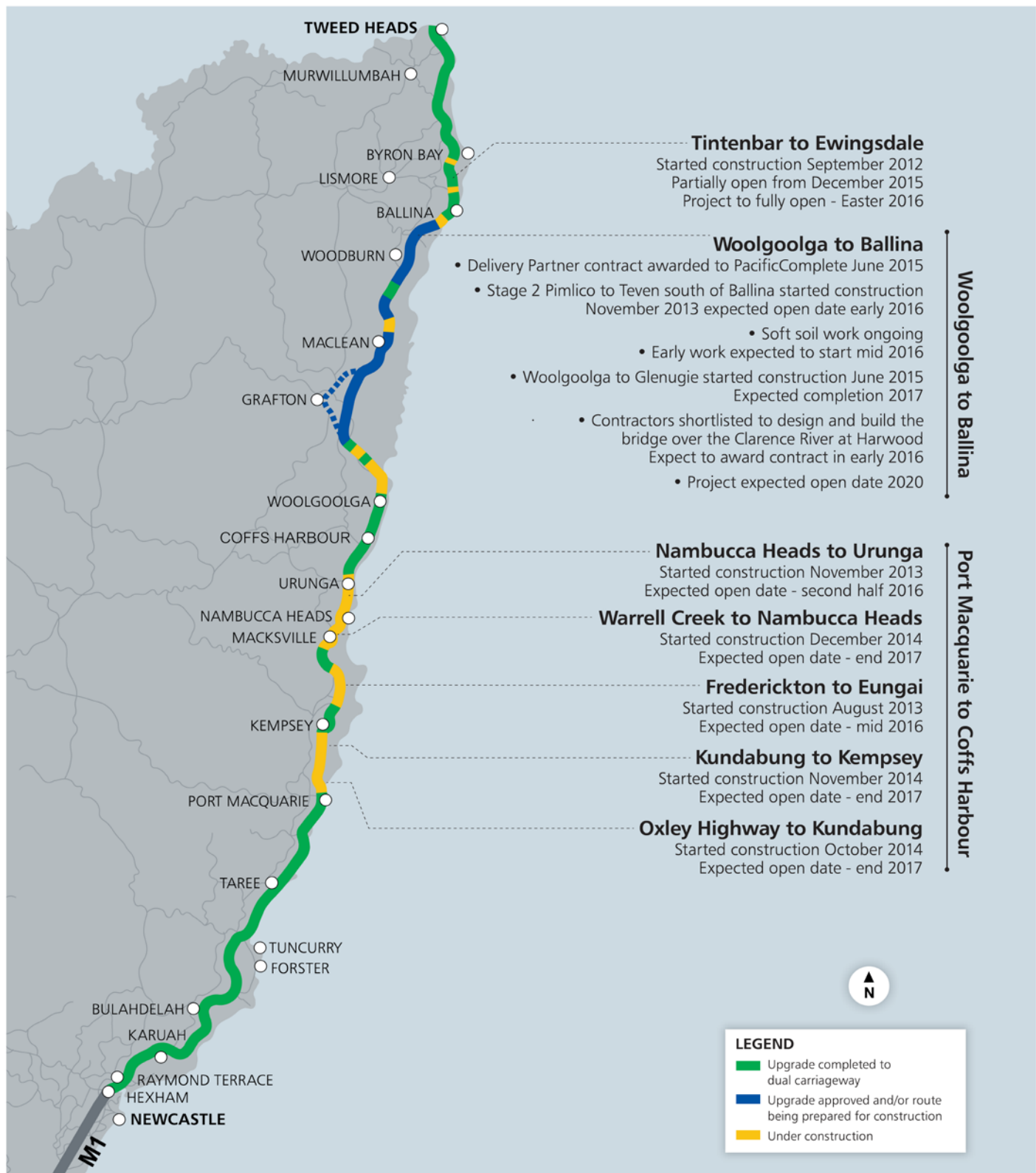
The Port Macquarie to Coffs Harbour section of the Pacific Highway upgrade was used as the study area as it is similar to the Woolgoolga to Ballina project in terms of distance, the number of workers, and has main town centres. As such, the information gained from this survey research will be used to guide and assist planning for the Woolgoolga to Ballina project. Roads and Maritime has not undertaken a survey of workers such as this before.

The Pacific Highway upgrade between Port Macquarie and Coffs Harbour comprises 105 kilometres of work over a 142 kilometre stretch. Major work began in August 2013 on the 26 kilometre Frederickton to Eungai section. The remaining sections began major construction work in 2014 with a targeted date to open to traffic in 2017. At July 2015 the workforce throughout the project was estimated to be 2,603 direct workers (Roads and Maritime November 2015). The total value of works in this section is estimated to be \$3,335 billion.

The Pacific Highway upgrade between Woolgoolga and Ballina spans 155 kilometres with construction underway on the first 26 kilometres between Woolgoolga and Glenugie, and on ten kilometres of soft soil works. The remaining sections will start in 2016, with a targeted opening to traffic by 2020. There is estimated to be an average of 1900 direct and 5700 indirect jobs in the life of the project's major work. At its peak, there will be about 2500 direct workers and 7500 indirect jobs created. The project area covers the four local government areas of: Coffs Harbour, Clarence Valley, Richmond Valley and Ballina.

Upgrading the Pacific Highway

Status of dual carriageway - February 2016



Project Scope

A profile was undertaken of the 2,603 construction and support workers, including subcontractors, from the five major project sites between Port Macquarie and Coffs Harbour. The information gained from this research provides a picture of the workforce on the Pacific Highway upgrade. The project area covers the five local government areas of: Coffs Harbour, Bellingen, Nambucca, Kempsey and Port Macquarie/Hastings.

Sections of the Pacific Highway upgrade surveyed in November 2015

Highway section	Contractors	Project Length	Workers onsite	Start date of major work	Expected completion date
Oxley Highway to Kundabung	Lend Lease	23 km	645 (Nov 2015)	October 2014	2017
Kundabung to Kempsey	McConnell Dowell OHL joint venture	14 km	243 (Nov 2015)	November 2014	2017
Frederickton to Eungai	Thiess Pty Ltd	26 km	297 (Nov 2015)	August 2013	2016
Warrell Creek to Nambucca Heads	Acciona Ferrovial joint venture	20 km	692 (Nov 2015)	December 2014	2017
Nambucca Heads to Urunga	Lend Lease	22 km	745 (Nov 2015)	January 2014	Late 2016
Total		105 km	2603		

Source: Roads and Maritime, November 2015

Aims and Objectives of the Research

The aim of the research was to develop a profile of the workforce for Roads and Maritime to:

- Better understand the workforce and its requirements, and share this information with other relevant Government agencies such as health, education and housing
- Extrapolate the information from the profile to the Pacific Highway upgrade between Woolgoolga and Ballina to respond to community and stakeholder concerns.

Specific, identified, key themes that have been raised include:

- housing supply for the incoming workforce
- accommodation displacement for local residents
- adequacy of education facilities
- excess demand on health services
- integration and potential retention of the project workforce into the local community

- building local resilience and a “soft landing” when the projects are completed to maximise long term benefits
- Legacy projects.

Methodology

Stage 1 – Scoping and the Development of a Survey

There was a need to confirm the study boundaries and the likely areas where the construction workforce resides. The development of a survey instrument and its method of distribution were undertaken at this stage. Survey questions were aligned as much as possible with the Australian Bureau of Statistics (ABS) tables, to enable comparative data for potential use by other government departments, for example weekly rent and housing type.

On-site meetings were held with the head contracting companies and Roads and Maritime staff at each of the five office sites, to ensure any necessary information for the contractors and sub-contractors was included, so as to obtain the best survey return result. At each of the meetings a draft survey was circulated, discussed and refined, as well as discussion held on the method of survey distribution. The survey was further refined through more discussion with both contracting and Roads and Maritime staff.

Stage 2 – Survey Delivery

It was initially considered that the survey would be electronically delivered to the estimated 2,500-3,000 temporary Pacific Highway construction workforce. This required the head contractors to either email the survey out to their workforce on behalf of Roads and Maritime, or allow Roads and Maritime and/or the consultant access to their worker contact details. Issues of privacy arose with the provision of contact details of the workers by their employers.

At the on-site meetings with the head contractors and Roads and Maritime staff, it was agreed that in order to obtain the best results there would need to be a mix of online survey delivery and hard-copy distribution. Each of the five sites would operate according to what they best thought the return rate would be given their knowledge of their workforce. Some sites distributed the survey at their regular morning Toolbox meeting, others during regular meetings or staff gathering. This placed a heavy reliance on the contractors/sub-contractors to cooperate in the process by providing information to their workforce about the survey and in the distribution of the survey. The successful outcome of the survey was dependent on the cooperation of the head contracting companies in encouraging staff to respond to the survey.

The hard copy survey was distributed and returned at the five work sites beginning the week of 9 November 2015. The online version was available from 9-16 November 2015.

Survey Results

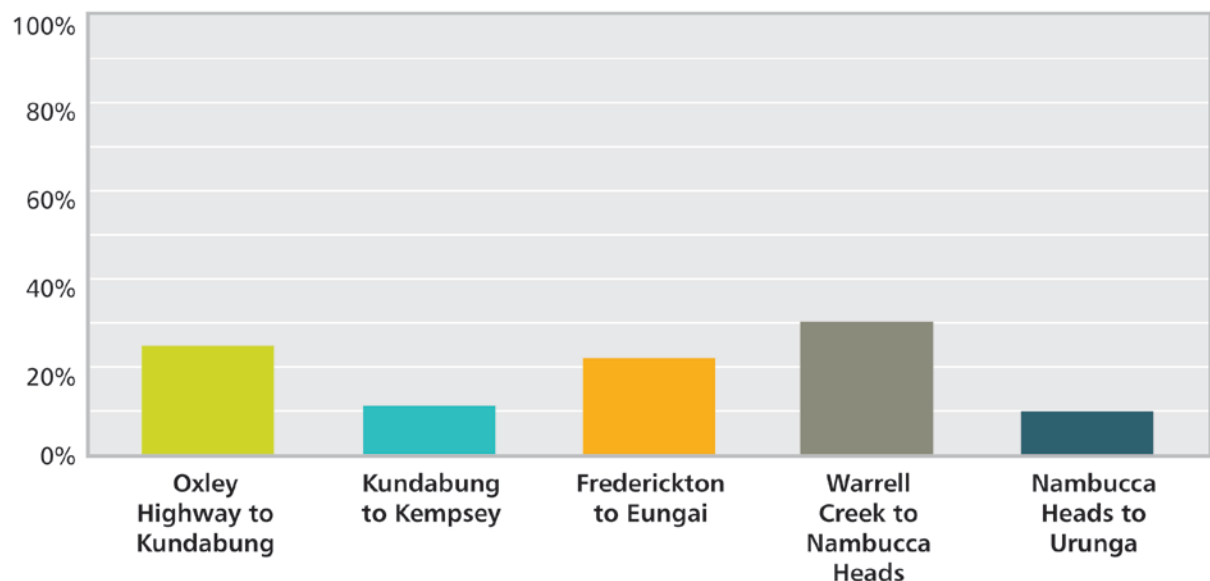
As at November 2015 there were about 2,603 workers across the five sites upgrading 105 kilometres of the Pacific Highway between Port Macquarie and Coffs Harbour. There were a total of 205 surveys completed on-line and 788 hard copy surveys completed and returned for a total of 993 surveys. This is an overall response rate of 38.14 percent, which provides a solid basis of data. There is a range of different types of workers on the work sites on any given day or week. It was not expected that there could possibly be a full response rate given that there are many subcontractors and casual staff who would

not be onsite when the survey was underway. The cooperation of the relevant staff at each of the five sites ensured the excellent response rate.

Survey Results

Q1 Which section of the Pacific Highway upgrade are you currently working on?

Answered: 985 Skipped: 8

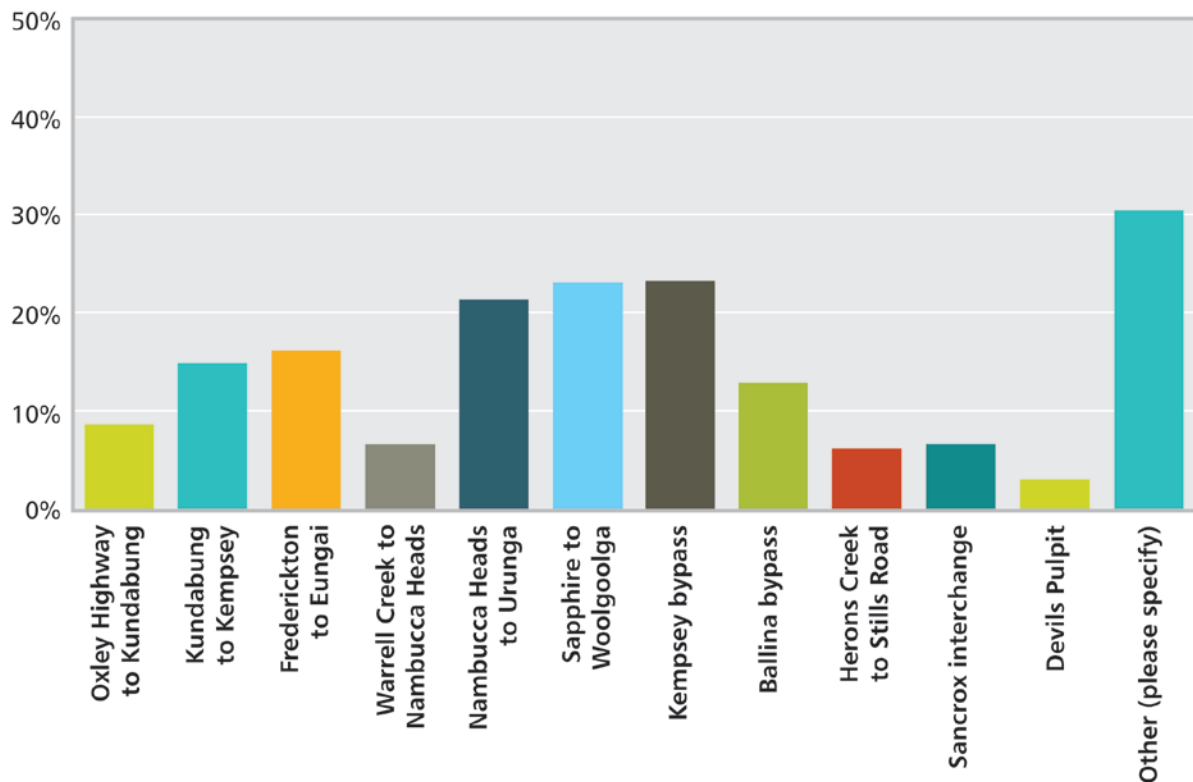


There was an overall response rate of 985 persons to this question. The data provided by Roads and Maritime for the research study in November 2015, outlined the number of workers on site for each section of the Pacific Highway upgrade at that time. These numbers are not necessarily the number of workers on site, on the dates the survey was distributed at each project location. However, it is of interest to note the numbers of respondents on each section of highway relative to this number:

- Oxley to Kundabung upgrade had an estimated 645 workers onsite, with 246 respondents from this section of highway.
- Kundabung to Kempsey upgrade had an estimated 243 workers onsite, with 115 respondents from this section of highway
- Frederickton to Eungai upgrade had an estimated 297 workers onsite, with 223 respondents from this section of highway
- Warrell Creek to Nambucca upgrade had an estimated 692 workers onsite, with 301 respondents from this section of highway
- Nambucca Heads to Urunga upgrade had an estimated 726 workers onsite, with 100 respondents from this section of highway.

Q2 Have you worked on any of the other sections of the highway upgrade? If so, which ones? Please select as many as relevant.

Answered: 545 Skipped: 448



More than half of the respondents (545 persons) have worked on other sections of the Pacific Highway upgrade. Most commonly, respondents previously worked on the Kempsey bypass and the Sapphire to Woolgoolga section of the Pacific Highway.

There were also a large number of respondents who had also worked on the Nambucca Heads to Urunga section, indicating a transition of workers from that project to other sections of the highway upgrade.

The survey found the most common sections of the Pacific Highway upgrade that respondents had also worked were:

- Tintenbar to Ewingsdale
- Cooperook to Herons Creek
- Bulahdelah upgrade/bypass
- Bonville upgrade

Other sites worked on included:

- Ballina bypass
- Brunswick Heads bypass
- Tugun bypass.

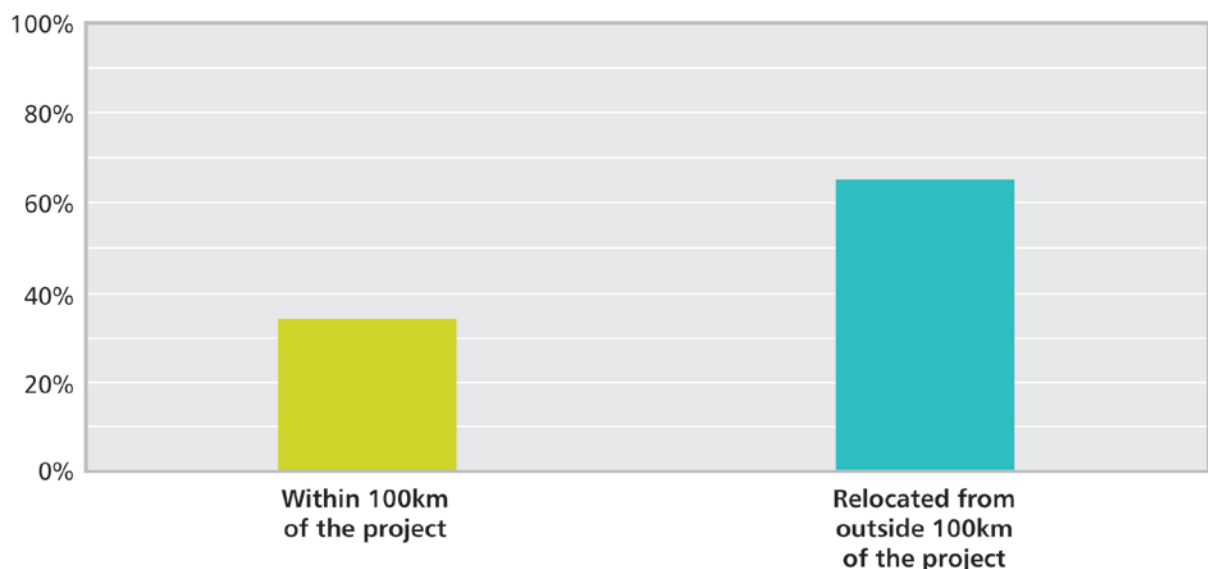
As previously noted, more than half of survey respondents have worked on other sections of the Pacific Highway upgrade. While they may have relocated for the particular section they are currently working on, they have been living in the North Coast area for some time working on various other projects.

Of the respondents who already lived in the area, 214 (64.26 percent) have worked on other sections of the highway. Again, the main project worked on was the Kempsey Bypass followed by the Sapphire to Woolgoolga upgrade.

Of those respondents who relocated, 313 (49.45 percent) have worked on other road upgrade projects. The great majority of these were on the 'other' category with a wide range of projects, the most common being Tintenbar to Ewingsdale and Coopernook to Herons Creek, followed by the Sapphire to Woolgoolga and Nambucca Heads to Urunga sections.

**Q3 Before you started working on the upgrade, where did you live?
Please select one.**

Answered: 966 Skipped: 27



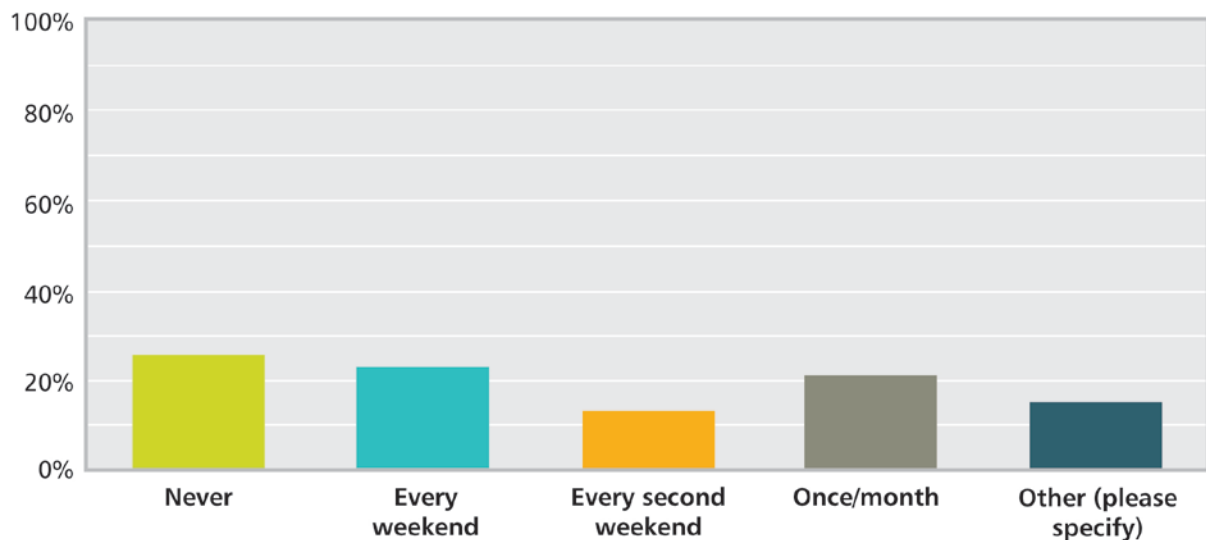
A total of 966 persons responded to this question, of which 633 persons (65.53 percent) relocated from outside 100 kilometres of the project, while 333 (34.47 percent) persons lived within 100 kilometres of the project they are working on. This indicates a substantial proportion of people re-locating to work on a particular section of the highway upgrade.

The 100 kilometre relocation distance was agreed upon, in discussion with the head contractors, as the working away from home allowance is based on that distance.

From the limited data there appears to be a workforce, made up of both local and relocated workers, who have been working on various sections of the Pacific Highway upgrade over the life of the project. These 'relocated' workers may have been simply relocating from one area of the project to another, but still be living in the general vicinity.

Q4 If you relocated to work on the upgrade, how often do you go back to your usual home on weekends? Please select one

Answered: 595 Skipped: 398



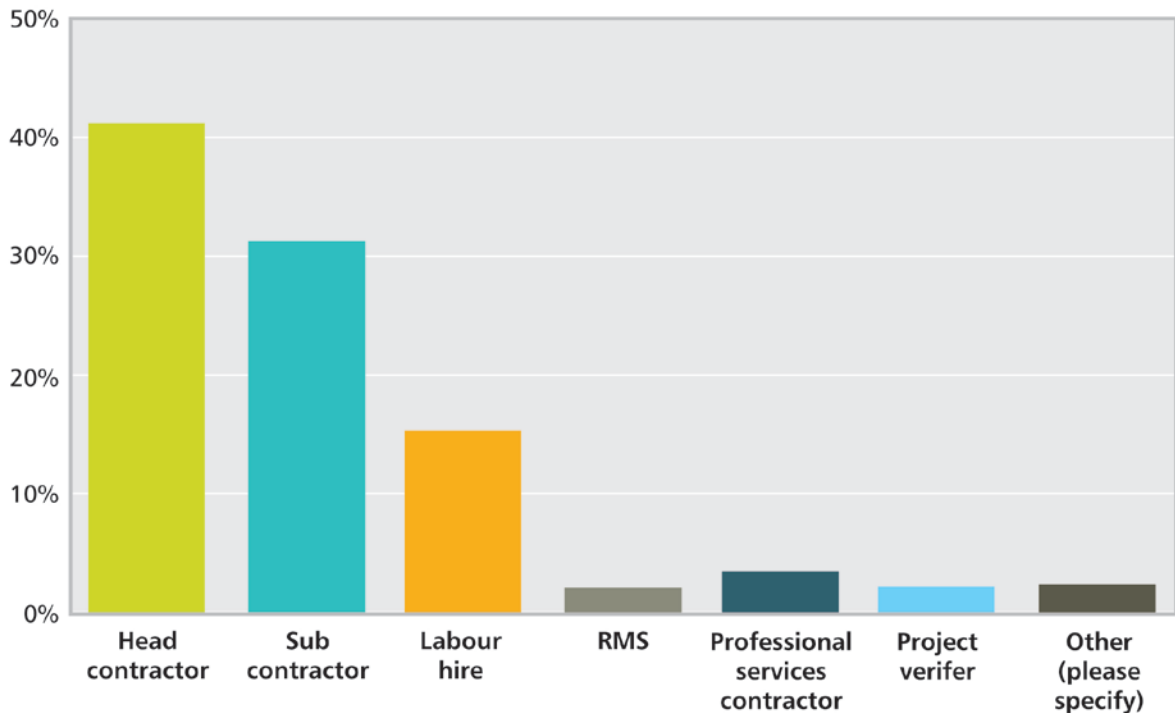
Of the 633 persons who said that they have relocated from outside 100 kilometres of the project, 595 persons responded to this question of how often they go back to their usual home on weekends.

Of these, almost one quarter, 154 (25.88 percent) responded they never go back to their usual home on weekends. Almost one quarter, 141 persons (23.70 percent) said they go back home every weekend. Another 21.68 percent or 129 people go home once a month. Varying other answers included:

- four times a year
- every three months
- once a year
- every six months
- occasionally and other times.

Q5 Who do you work for?

Answered: 974 Skipped: 19



A total of 974 persons responded to this question. The majority of respondents, 409 persons (41.99 percent) said that their employment status was as a direct employee to a head contractor.

Sub-contractors formed the next largest group with 308 persons (31.62 percent). It needs to be noted that this does not necessarily mean that the majority of workers on site are working for the head contractor. This answer describes the status of the respondent with respect to their employer.

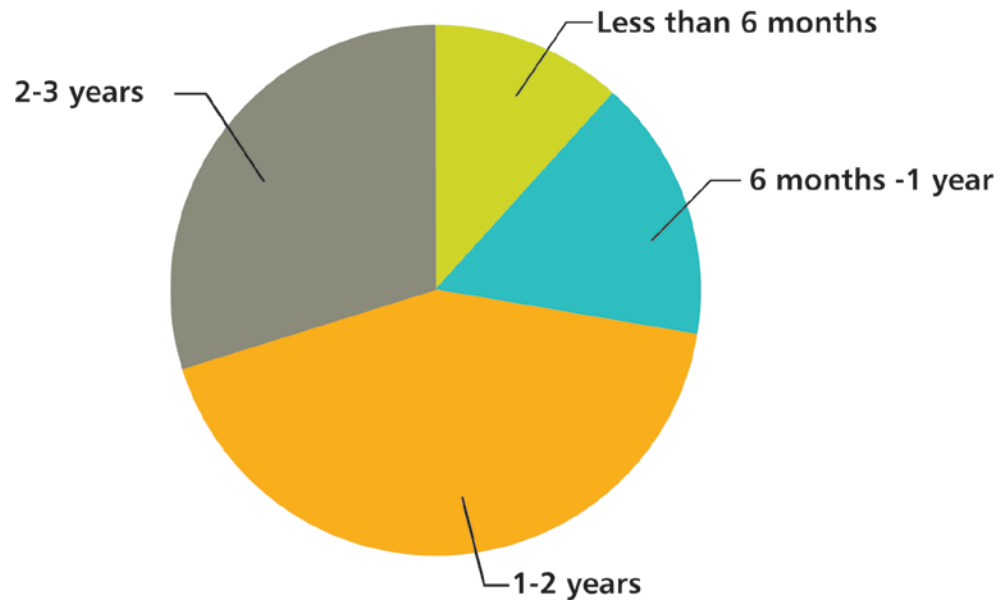
The third highest proportion of employment type was labour hire with 152 persons (15.61 percent).

'Other' types of employment included:

- trainee
- traffic controller
- truck driver
- casual
- undergraduate for one of the companies
- scholarship with head contractor.

Q6 How long do you anticipate working on the project in this area?

Answered: 973 Skipped: 20



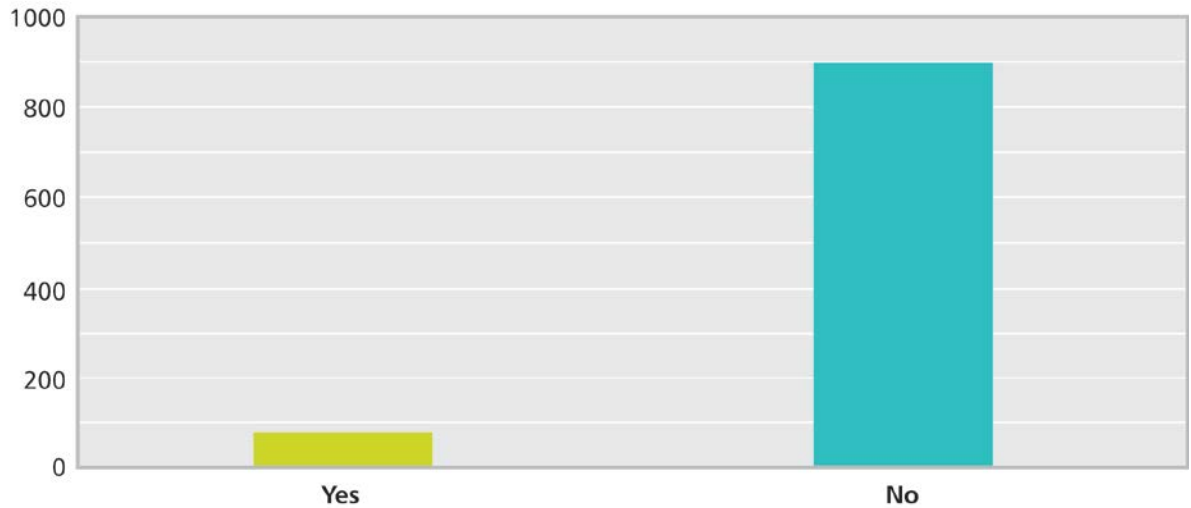
A total of 973 persons responded to this question. Most people, 414 persons (42.55 percent), were working on their particular section of road upgrade for between one and two years, followed by 290 persons (29.80 percent) who were working for between two to three years.

Combined, almost three quarters of the workforce (72.35 percent) is working for between one to three years.

There is no difference between those respondents who have relocated to work on the highway upgrade and those who already lived in the area as to how long they anticipated working on the project.

Q7 Are you of Aboriginal or Torres Strait Islander background?

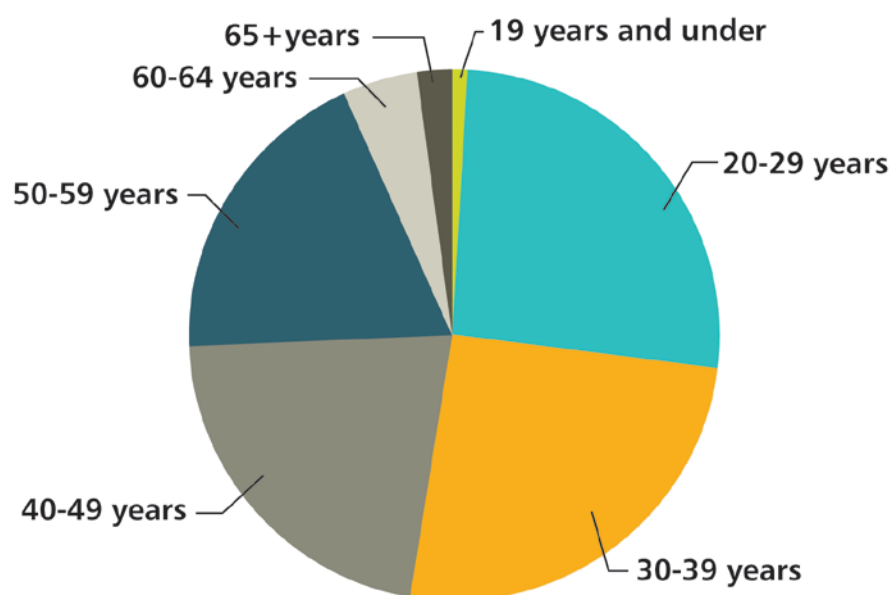
Answered: 961 Skipped: 32



A total of 961 persons responded to this question. Of these, 70 persons (7.28 percent) said they were of Aboriginal or Torres Strait Islander background.

Q8 What is your age group?

Answered: 985 Skipped: 8



There were 985 respondents to this question.

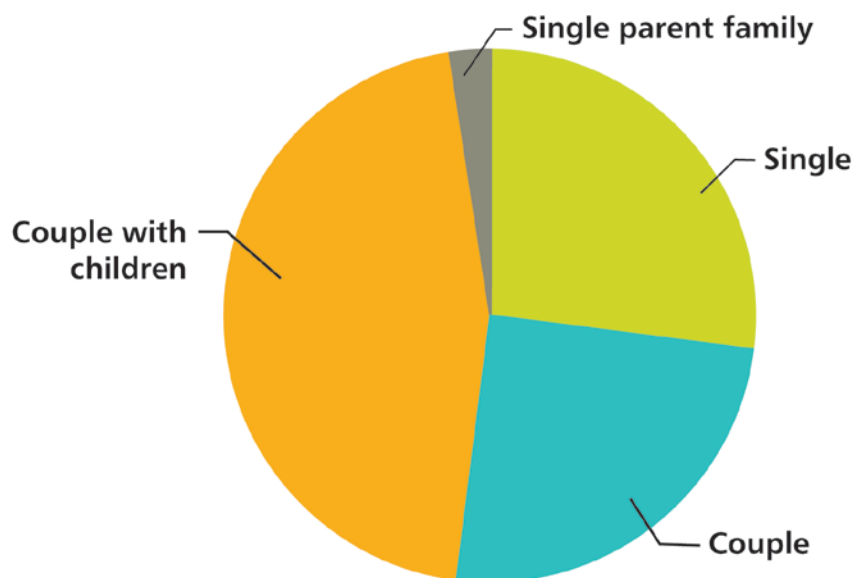
It's a young workforce working on this part of the Pacific Highway upgrade with half the workforce aged between 20-39 years of age.

A total of 257 persons (26.09 percent) were aged between 20 and 29, closely followed by 252 persons (25.58 percent) aged 30-39 years.

Interestingly, there were 21 persons aged 65 years and over working on the upgrade.

Q9 What is your family status?

Answered: 980 Skipped: 13



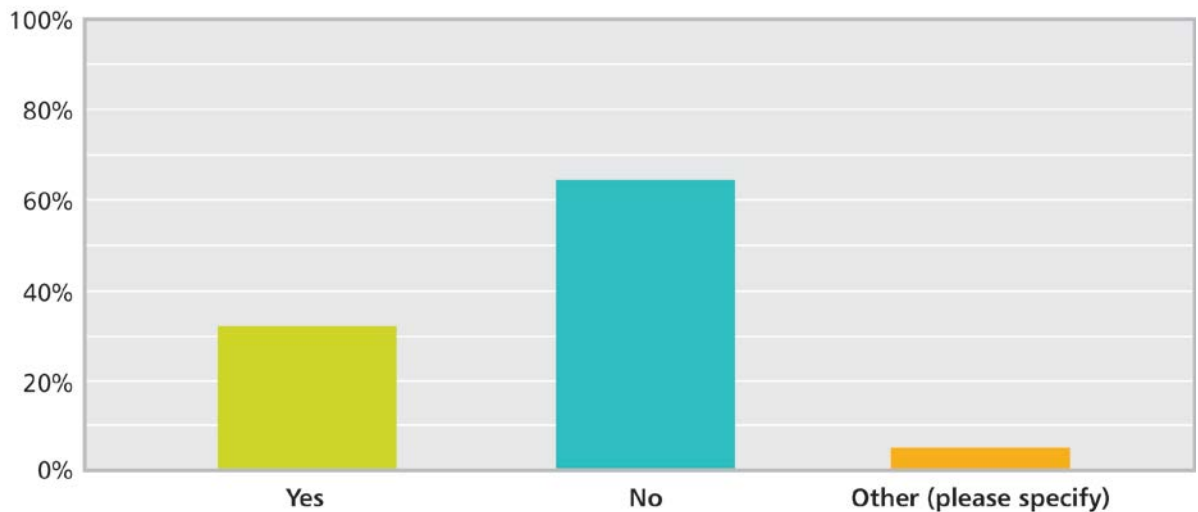
A total of 980 persons responded to this question. The most common response for family structure by 446 (45.51 percent) persons was that of a couple with children. Just over one quarter of workers, 265 persons (27.04 percent) were single and 245 persons (25.0 percent) identified as couples without children. There were 24 single parent families.

Of the respondents who already lived in the area, the majority were a couple with children (48.62 percent) followed by single people (24.77 percent) and a couple without children (22.94 percent).

It is a similar pattern for the respondents who relocated, with 44.11 percent being couples with children, 28.34 percent single people and 25.80 percent couples without children.

Q10 If you have a partner/family did they relocate with you?

Answered: 845 Skipped: 148

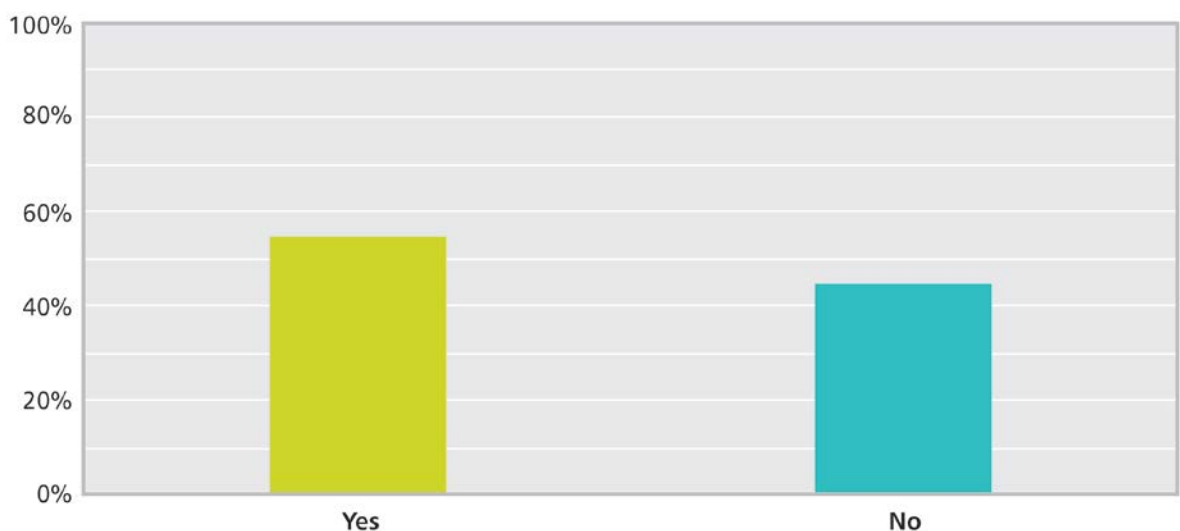


A total of 845 persons responded to this question. However, 633 persons said that they had relocated from outside 100km to work on their particular section of highway upgrade (see question three). This indicates that some respondents, who already lived within 100 kilometres of the project, have responded to this question. This is borne out by some of the written comments.

It is more relevant then to look at the number of persons 272 of the 633 who said they had a partner/family who relocated with them, as this is likely to give a more valid answer. This then puts the proportion at just under half (42.97 percent) of respondents who relocated with a family or partner.

Q11 If your partner relocated with you, are they working locally?

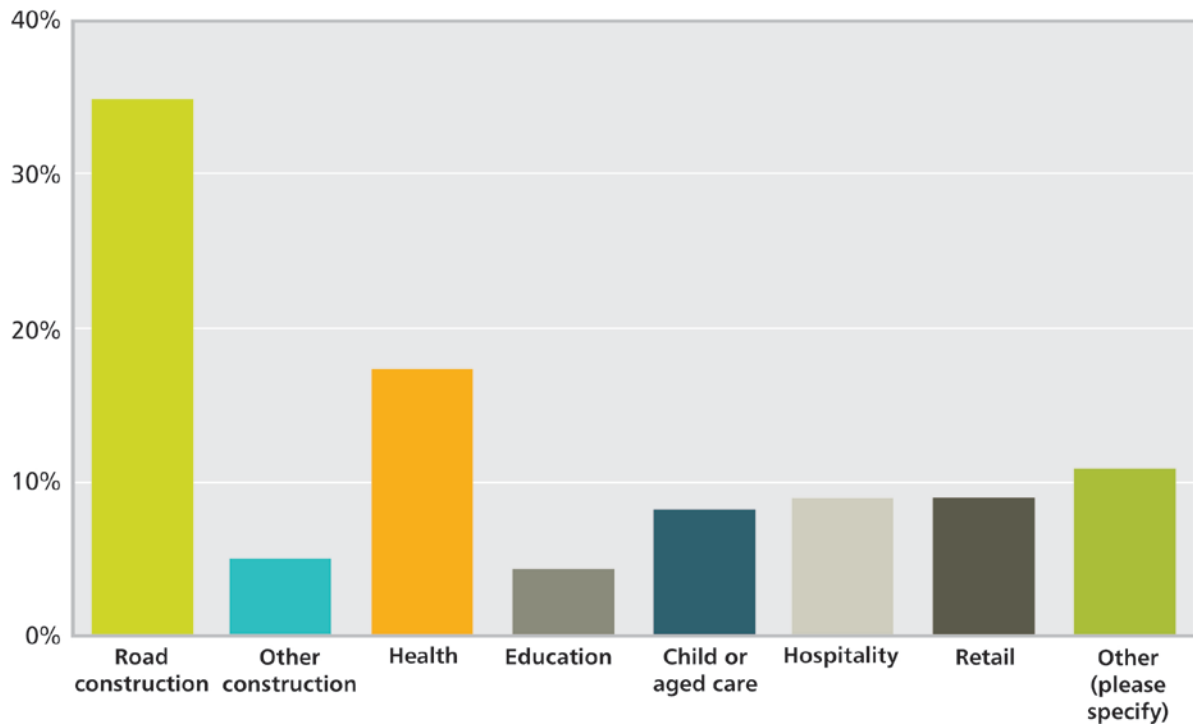
Answered: 280 Skipped: 713



A total of 280 persons responded to this, which corresponds with the response to question ten. Of the persons who responded, 154 partners (55 percent) were working locally.

Q12 If yes, in which local industry/service does your partner work?

Answered: 154 Skipped: 839

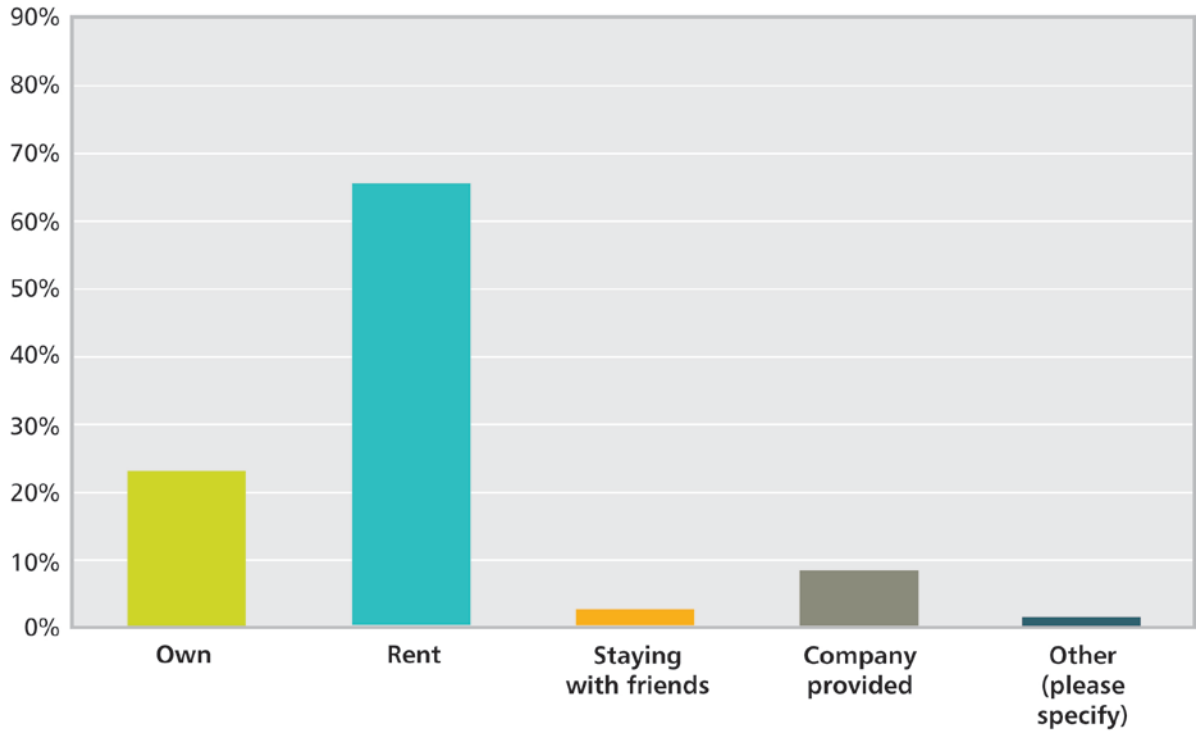


There were 154 persons who responded to this question. Of the partners who were working:

- 54 (35.06 percent) were working in road construction
- 27 persons (17.53 percent) were working in health
- 14 people (9.09 percent) worked in hospitality
- 14 (9.09 percent) worked in retail
- 13 people (8.44 percent) worked in Child or Aged Care.

Q13 What is your accommodation status while working on the project?

Answered: 971 Skipped: 22



A total of 971 persons responded to this question.

Rental accommodation was the highest represented with 635 persons (65.40 percent) answering that they rent.

This was followed by 215 persons (22.14 percent) who own their own home, and 86 persons who live in company provided accommodation.

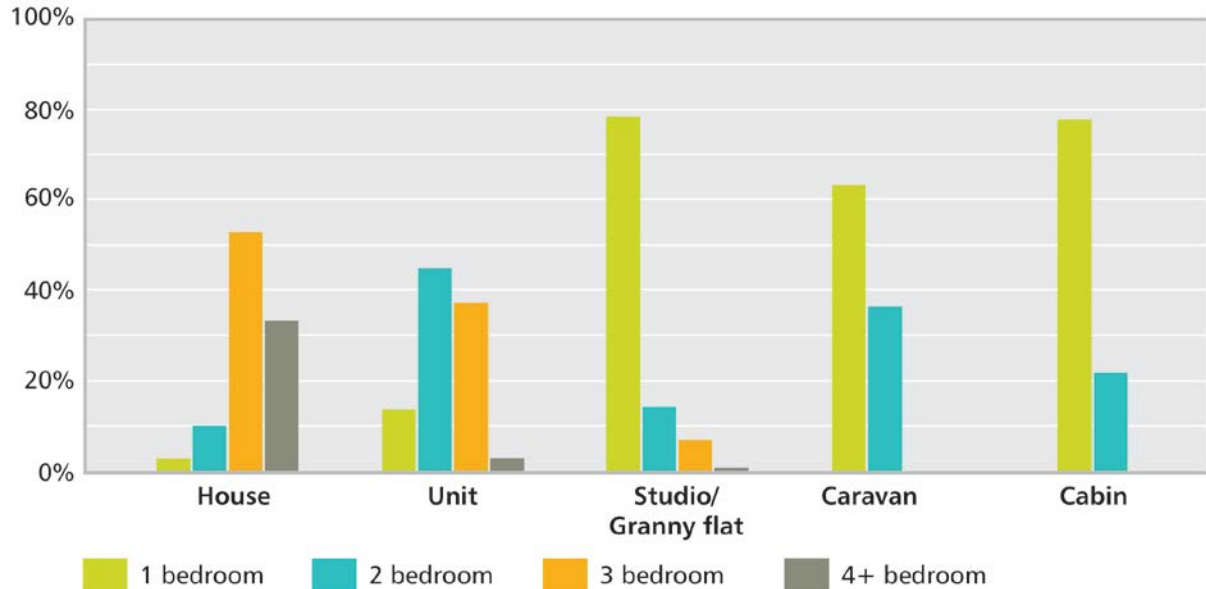
There was a range of 'other' answers including:

- Leasing
- Staying with family
- Boarding
- Living in a tent.

Of the respondents who relocated, 72.36 percent rent, while 52.17 percent of respondents who already lived in the area rent.

Q14 What is your dwelling type?

Answered: 924 Skipped: 69



There were 924 persons who responded to this question.

By far, most respondents lived in houses, 704 persons (76.19 percent). The most popular size of house was three bedrooms (374 persons or 53.13 percent) and for units it was a two bedroom unit (71 persons or 45.22 percent).

A few people lived in a pub or motel (six respondents).

One person lived in a tent, while 18 people lived in a cabin and 14 people lived in a studio or granny flat.

There were numerous respondents who said they lived in a house or unit but did not state how many bedrooms it had.

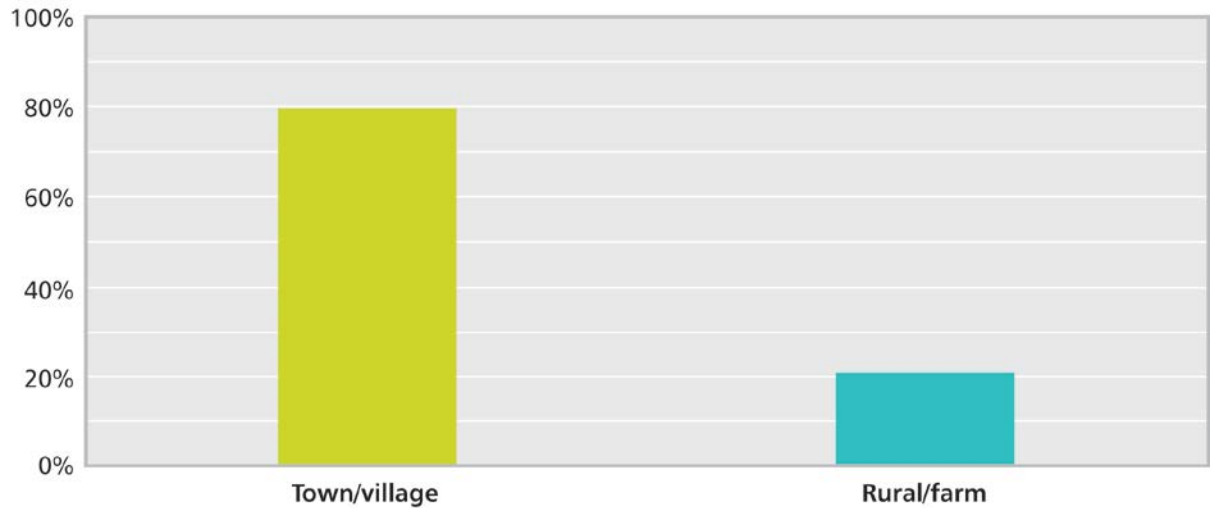
Of the respondents who relocated:

- The majority (218 persons) rent a three bedroom house
- 134 persons rent a four or more bedroom house
- 59 persons rent a two bedroom unit
- 52 persons rent a three bedroom unit.

Of the respondents who already lived in the area, the majority live in houses (273 of 308 responses). Of these 145 persons live in a three-bedroom house and a further 97 persons live in a four or more bedroom house. Just 22 persons reported living in a unit.

Q15 Do you live in or out of town?

Answered: 970 Skipped: 23



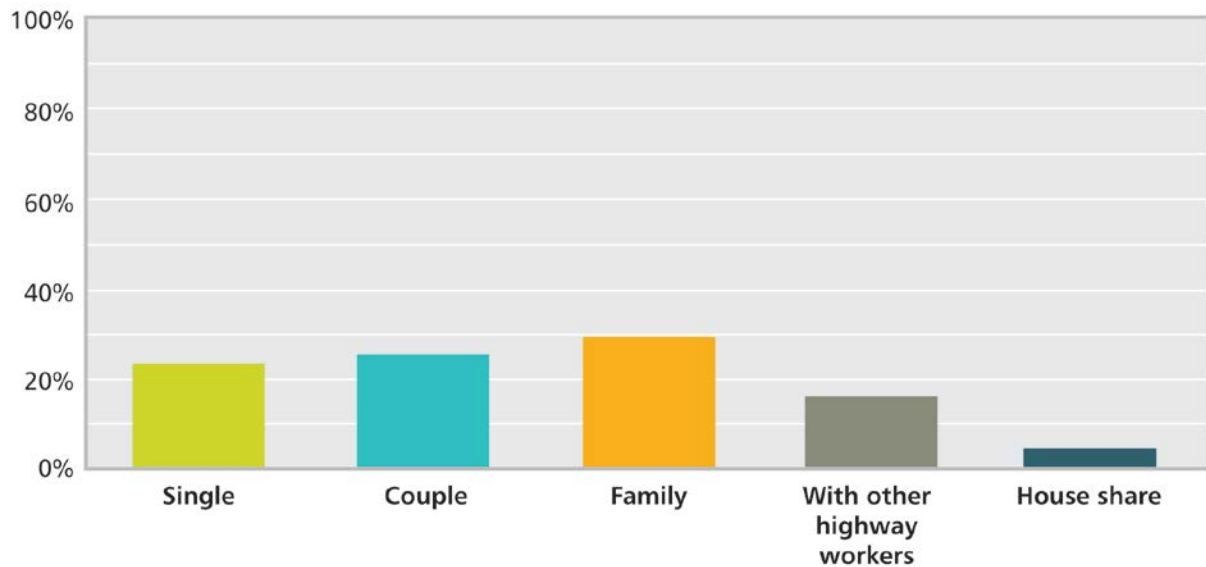
There were 970 responses to this question. Most people – 772 persons (79.59 percent), lived in a town/village, with 198 persons (20.4 percent) living rurally or on a farm.

Of the people who relocated, 84.98 percent live in a town/village.

Of the 321 persons who responded to this question and who already lived in the area, 225 (70.09 percent) live in a town/village.

Q16 What are your living arrangements?

Answered: 965 Skipped: 28



A total of 965 persons responded to this question.

Just under one third (283 persons or 29.33 percent) lived with their own family, with a further 245 persons (25.39 percent) living as a couple, and 232 persons (24.04 percent) living as a single person.

There were 156 persons (16.17 percent) who shared accommodation with other Pacific Highway upgrade workers.

Of the 623 persons who responded to this question as relocated workers:

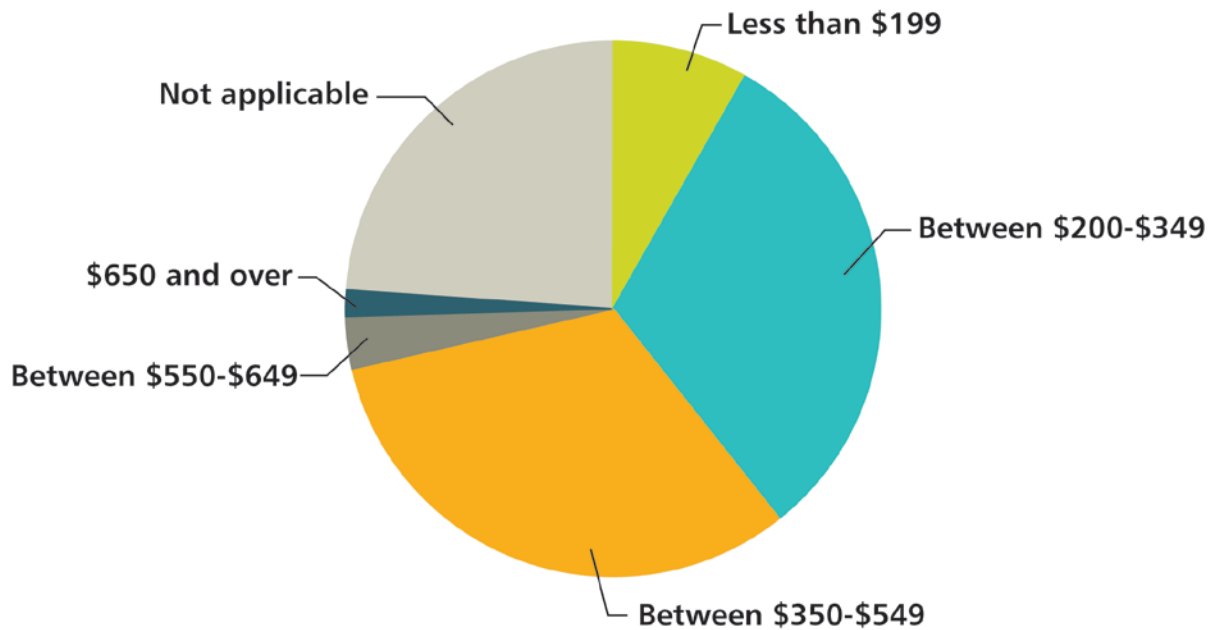
- Living as a single person was the largest group (170 persons or 27.29 percent)
- Followed by sharing with other Pacific Highway upgrade workers (142 or 22.79 percent)
- Living with their own family (141)
- As a couple (134)

There were 318 persons who responded to this question who already lived in the area. Of these:

- 138 (43.40 percent) lived with their own family
- 101 (31.76 percent) lived as a couple
- 56 (17.61 percent) lived as a single person.

Q17 If renting a property, how much is the weekly rent?

Answered: 927 Skipped: 66



There were 927 responses to this question. Of this 221 said it was not applicable, reducing the number to 706 persons.

From question 13 asking people about their accommodation status, 635 persons said they rent. So, there are a further 71 persons who do rent but hadn't said so at question 13.

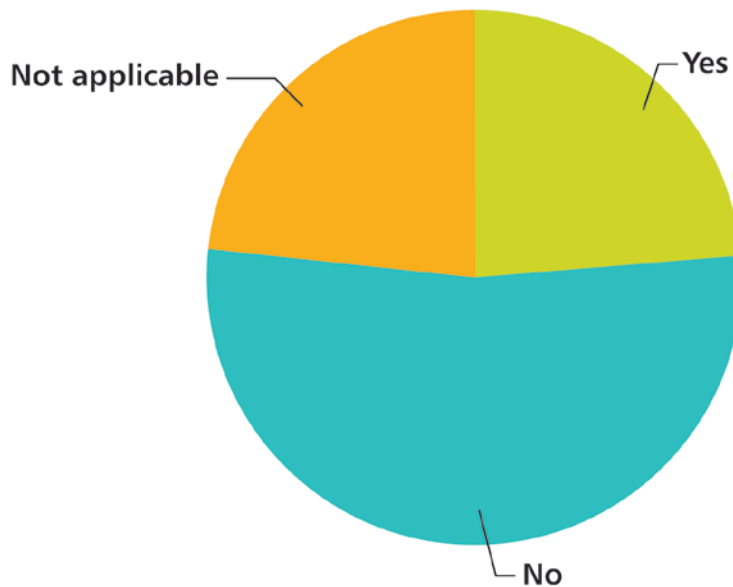
There were responses also of staying with friends and company provided accommodation types. Some of these accommodation situations must also incur rent even though the respondent did not say so in question 13.

Given that there are 706 persons paying rent:

- 297 persons (42.07 percent) pay between \$350-\$549/week
- 289 persons (40.93 percent) pay between \$200-\$349/week
- 76 persons (10.76 percent) pay less than \$199/week
- 15 persons (2.12 percent) pay \$650 and over/week.

Q18 Has your rent increased since starting work on the Pacific Highway project?

Answered: 930 Skipped: 63



Again, there was a response rate higher (930 persons) to this question than those who initially responded (635 persons) that they rented.

Of those who responded, 217 persons said it was not applicable

Just under one third (221 people or (310 percent) reported that their rent increased since they have been working on the highway upgrade.

A total of 492 persons (69.0 percent) said their rent had not increased in that time.

Of the relocated workers who rent:

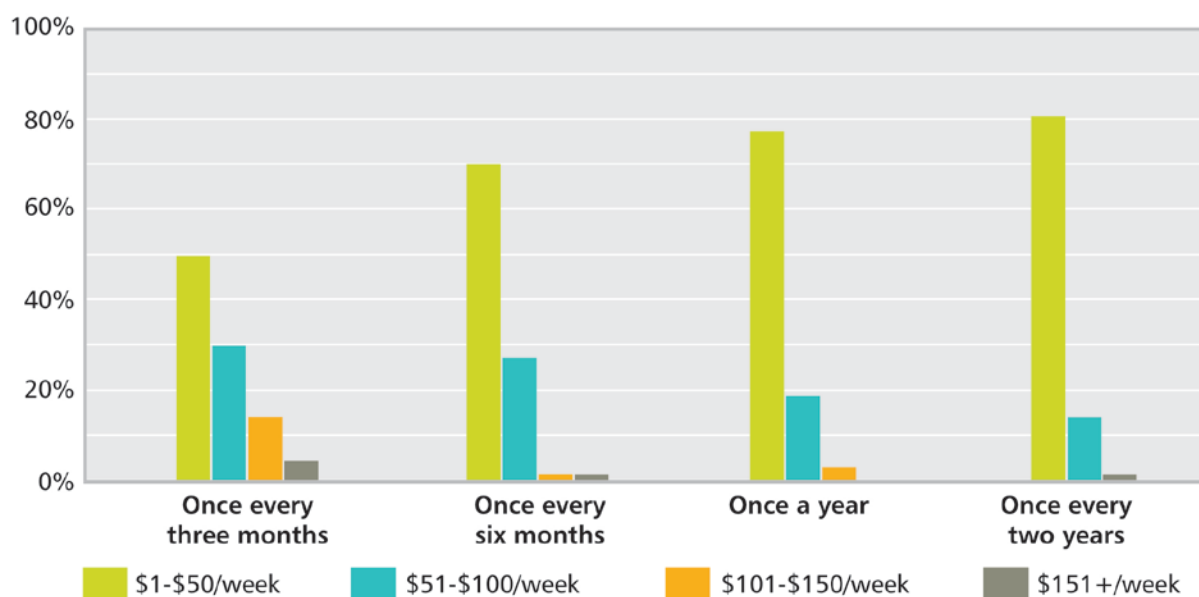
- 60.20 percent (363 persons) said their rent had not increased
- 14.10 percent said it was not applicable
- 26.70 percent had their rent increased in the time they had been working on the project.

When asked whether their rent had increased, the respondents who already lived within the area:

- 125 persons (40.98 percent) said it was not applicable
- 118 (36.69 percent) said their rent hadn't increased
- 62 persons (20.33 percent) said there had been a rent increase.

Q19 If your rent has increased, by how much and how often?

Answered: 217 Skipped: 776



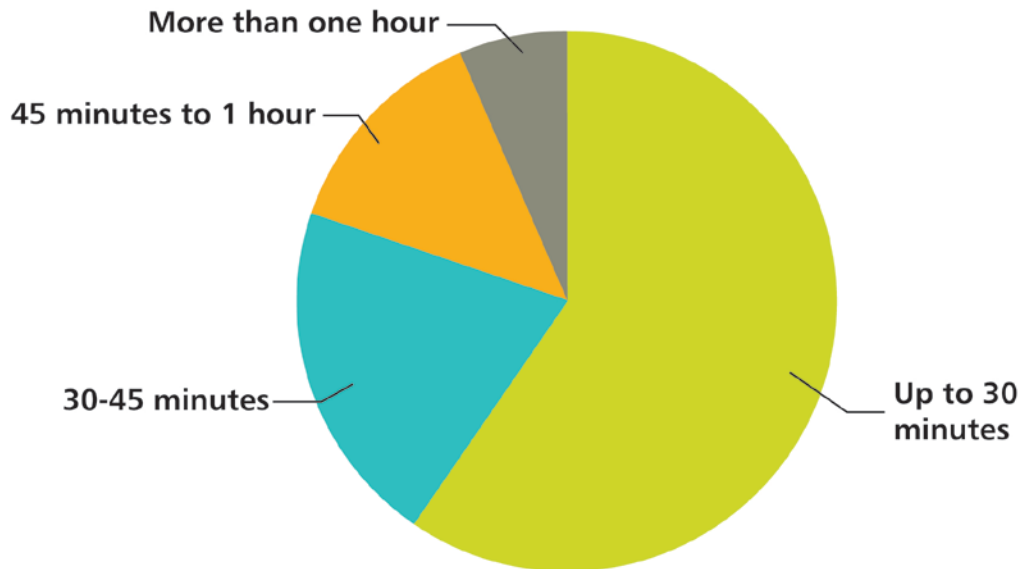
Of the 221 persons who answered yes in question 18, that their rent had been raised, 217 responded to this question of by how much and how often.

Most commonly, rent was raised once a year (122 respondents) with the highest proportion of rent increase being between \$1-\$50/week.

A further one quarter of respondents (53) had their rent increased once every six months and 40 persons (18.43 percent) had their rent raised every three months.

Q20 How long does it take you to travel from your accommodation to the project site?

Answered: 966 Skipped: 27



There were 966 responses to this question.

By far the greatest proportion of respondents, 576 persons or 59.63 percent, travelled up to 30 minutes from their accommodation to their project site each way.

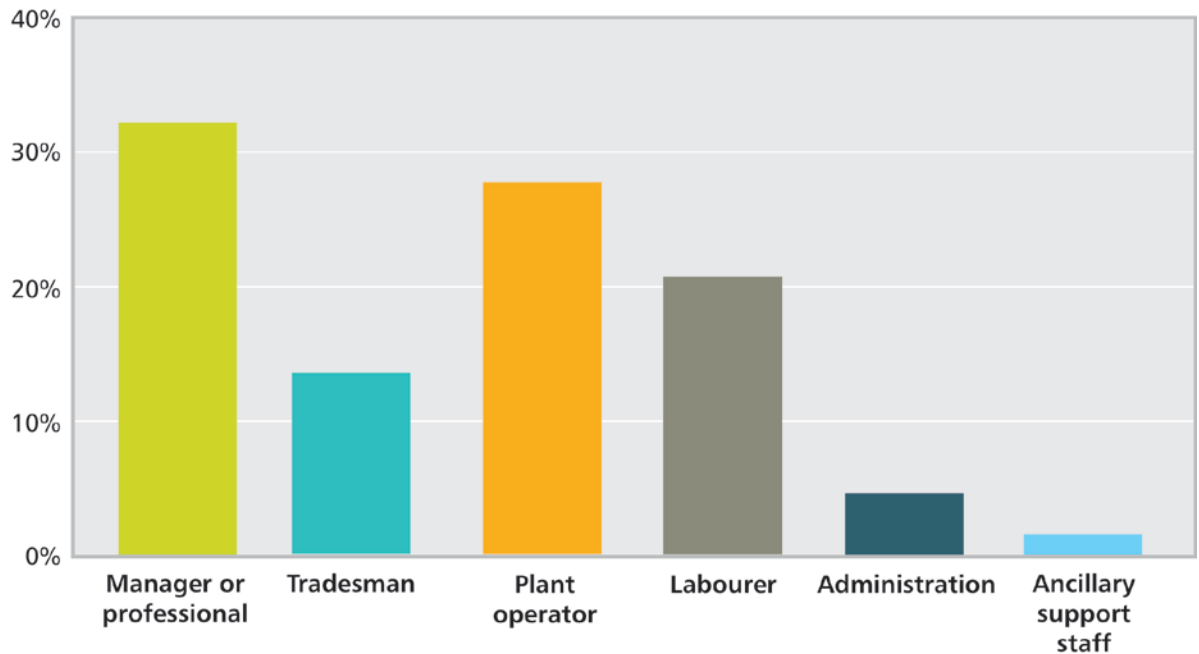
This is followed by 199 persons (20.60 percent) travelling between 30-45 minutes.

Combined, 80.23 percent of respondents travel up to 45 minutes to work.

As would be expected, respondents who relocated to work on their section of the highway upgrade choose to live closer to their work and therefore travel shorter distances (68.06 percent travel up to 30 minutes) compared to those respondents who already lived within 100 km of the project (44.44 percent travel up to 30 minutes). This indicates that relocated workers live in communities near to the sections of upgrade they are working on.

Q21 What is your job on the highway upgrade? Please select one

Answered: 954 Skipped: 39



A total of 954 persons responded to this question.

The majority of respondents (311 persons or 32.60 percent) were Manager/Professionals followed by 258 (27.04 percent) persons who were Plant Operators.

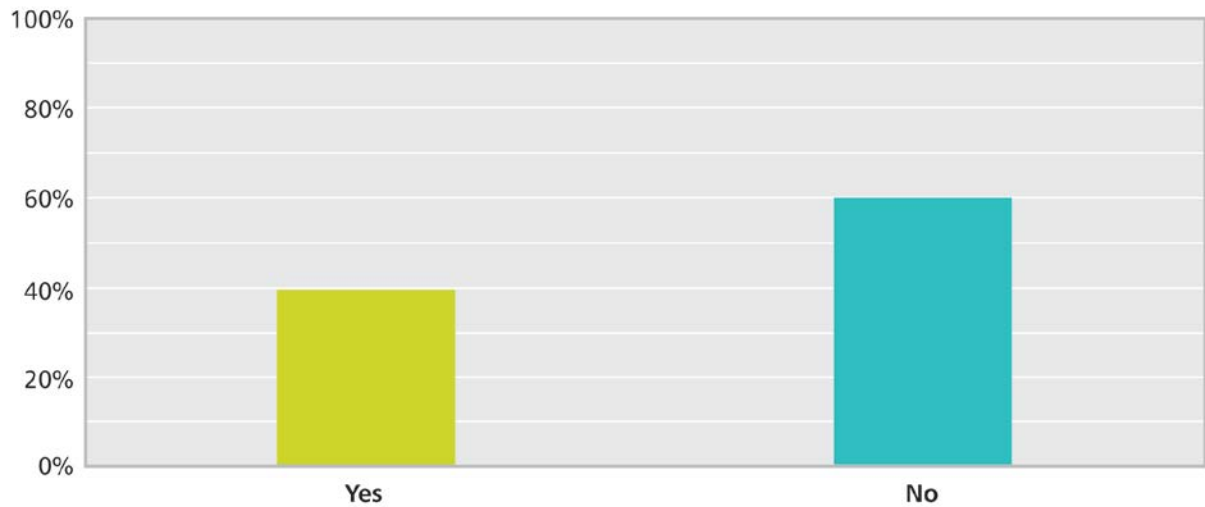
Labourers accounted for 20.65 percent of respondents or 197 people.

The survey found that 42.67 percent of respondents were Managers/professionals who relocated to work on this part of the Pacific Highway upgrade. By comparison, only 15.36 percent of Managers/professionals already lived within the project area.

Of the Labourers who responded to the survey 34.17 percent were from the local area, compared to 12.87 percent of Labourers who relocated to work on this part of the upgrade project.

Q22 Have your skills developed over the time you've worked on the upgrade?

Answered: 957 Skipped: 36

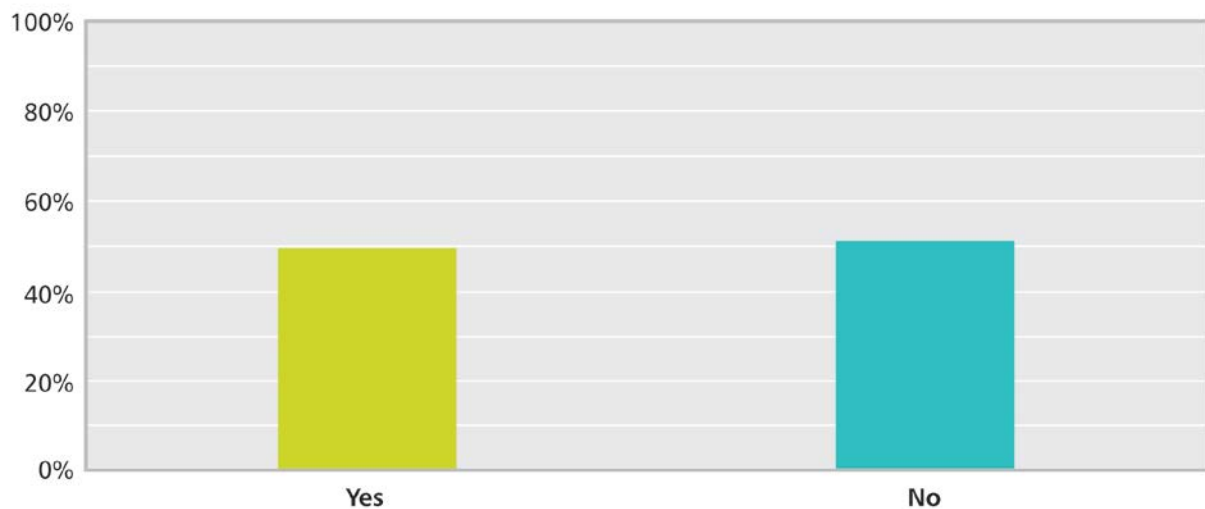


There were 957 persons who responded to this question.

Of these, 385 persons (40.23 percent) said they had developed or improved their skills since starting work on the Pacific Highway upgrade.

Q23 If yes, have you received a certificate or qualification?

Answered: 399 Skipped: 594

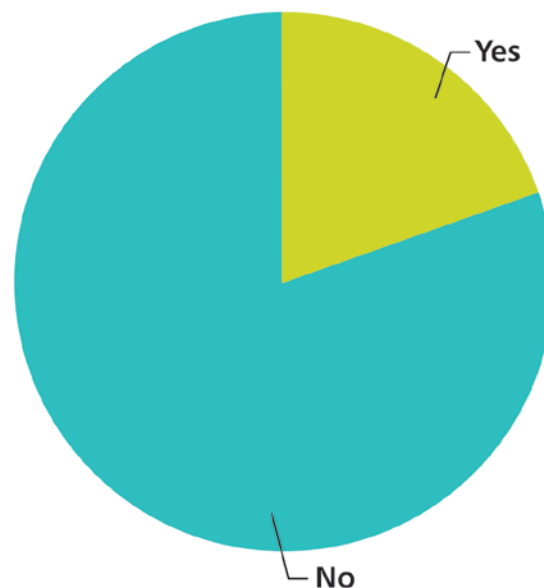


While 399 persons in total responded to this question, in question 22 there were 385 persons who said that their skills had developed since working on the upgrade.

Of respondents who reported they had developed their skills since starting work on the upgrade project, about half (195) said they had received a certificate or qualification, and the other half (204) of respondents said that they had not received a certificate or qualification.

Q24 If you have relocated to work on the upgrade do you/your family have school/educational requirements?

Answered: 901 Skipped: 92

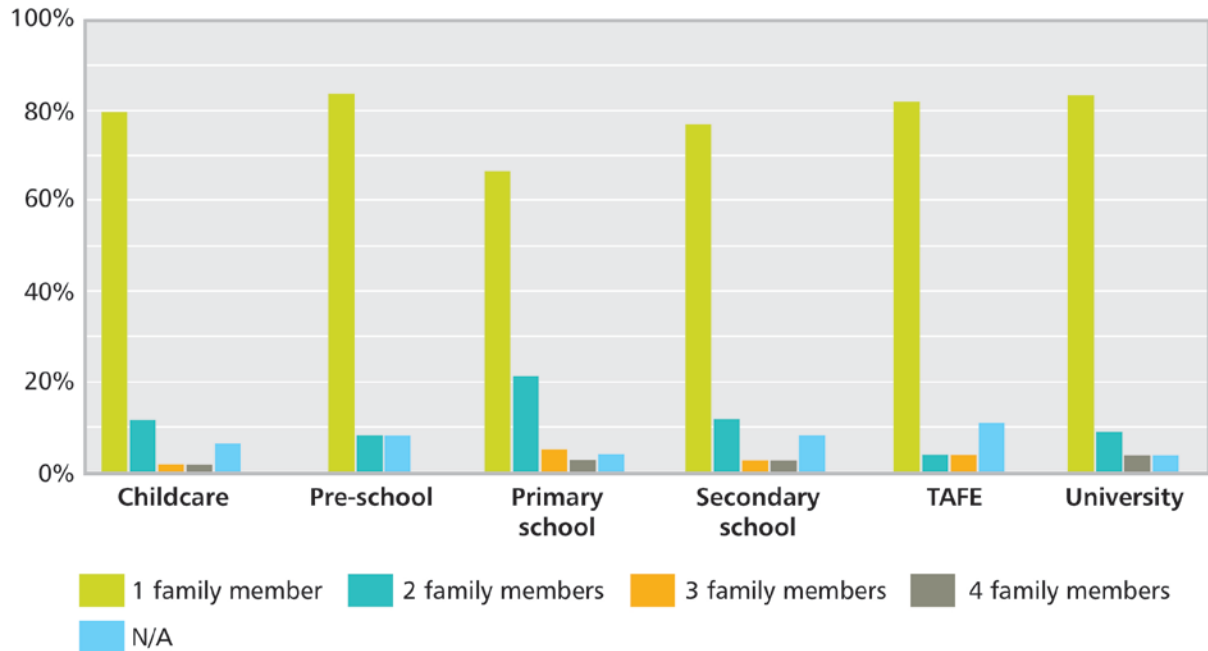


There were 901 respondents to this question. However, in question three about whether people had relocated to work on the project, 633 persons said they did, while 333 persons had already lived within the area before beginning work.

There were 176 persons who responded that they, or their family, have school or other educational requirements. Of the persons who live in the area who answered this question, 243 (86.48 percent) had no requirements, and 460 (77.05 percent) of relocated workers said that neither they nor their family had any school or education requirements.

Q25 If yes, what level is the requirement and how many family members, including yourself and your partner?

Answered: 170 Skipped: 823



While 176 persons said they or their family had school or other educational needs (question 24), there were 170 responses to this question.

Of the 170 respondents there were 253 people using the various educational facilities. For example there were six respondents who had two family members in childcare.

Primary school was the most used educational facility with 71 persons, followed by childcare with 52 persons and Secondary school with 42 persons.

While there were 52 persons in childcare, this is spread across the entire region of the highway upgrade and so is not necessarily putting pressure on any one centre or area.

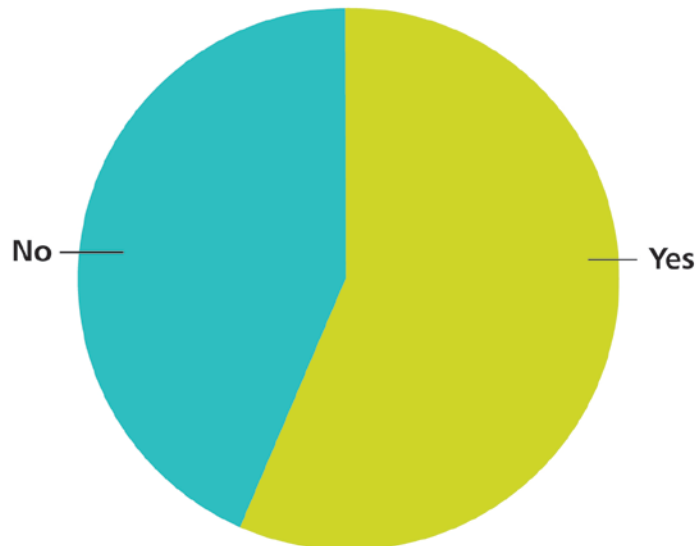
Of those who had school or educational requirements:

- 83.78 percent had one child at pre-school
- 83.33 percent of respondents had one family member at university
- 81.48 percent with one family member at TAFE.

When looking at usage of school or educational facilities by relocated workers, 54 people said that they had a family member attending primary school, 41 respondents has a family member in childcare and 31 had a family member in secondary school. Usage of educational facilities is presumably spread out over the five sections of the Pacific Highway upgrade and is not known to be centred in any one particular area.

Q26 Have you or any members of your family, used local medical facilities while working on the highway?

Answered: 947 Skipped: 46

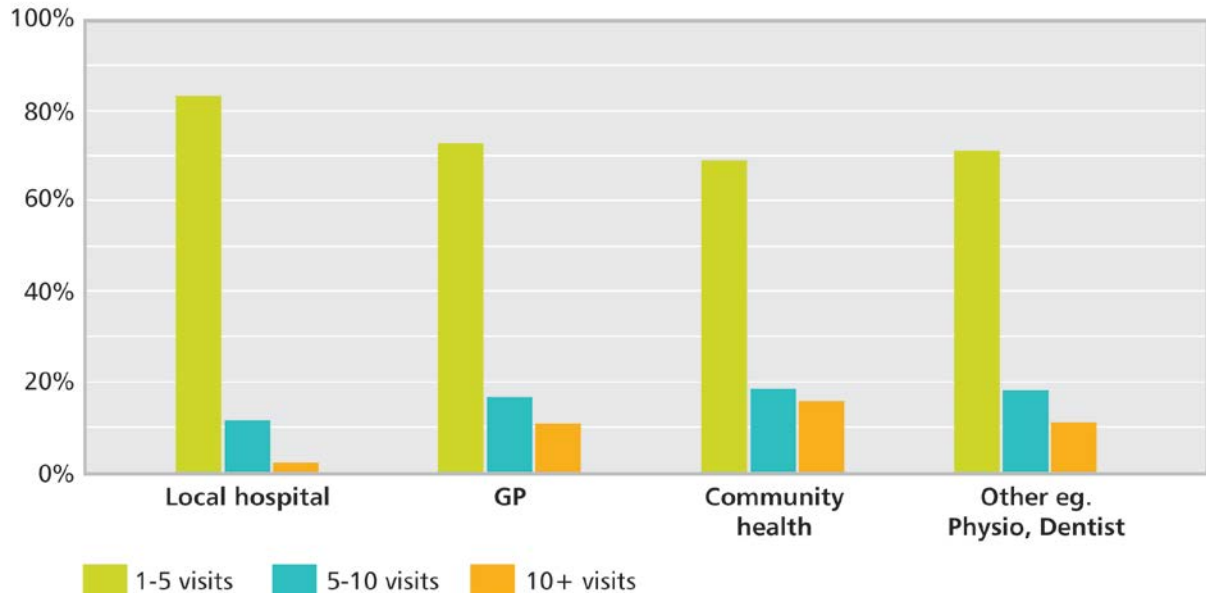


There was a response number of 947 persons. Just over half of respondents who responded (534 persons or 56.39 percent) said they'd used medical facilities while working the highway. The question did not ask whether the person had relocated to work on the highway so this question was also answered by people who already lived locally.

When looking at usage of medical facilities in terms of relocated workers 359 (58.28 percent) reported using services and 167 (54.22 percent) of respondents who live in the area did also.

Q27 If yes, how many times you have used medical services in the area?

Answered: 528 Skipped: 465



There were 528 responses to this question.

The most used medical facilities were General Practitioners (GP) with an overall 426 respondents saying they had visited a GP in the time they had been working on the road upgrade. Of these:

- 313 persons said they/their family used a GP 1-5 times
- 68 persons had 5-10 visits to a GP
- 45 replied they/their family had 10 or more visits to a GP.

There were 246 respondents who reported using a local hospital. Of these:

- 207 reported 1-5 visits
- 30 reported 5-10 times
- Nine respondents or their family made 10 or more visits to a local hospital.

There were 164 responses to the 'other' category. The most common visited 'other' was dentists and physiotherapists.

The most usage reported by relocated workers was GPs with 287 responses, of which:

- 211 people reported visiting a GP 1-5 times
- 47 had 5-10 visits
- 29 had 10 or more visits.

There were 164 relocated workers (or their families) who used a local hospital with the majority (138 persons) having 1-5 visits.

Visitation to the 'other' category by relocated workers was reported by 133 persons, most of whom (100) had between 1-5 visits and these were mostly for physiotherapists, occupational therapists and dentists.

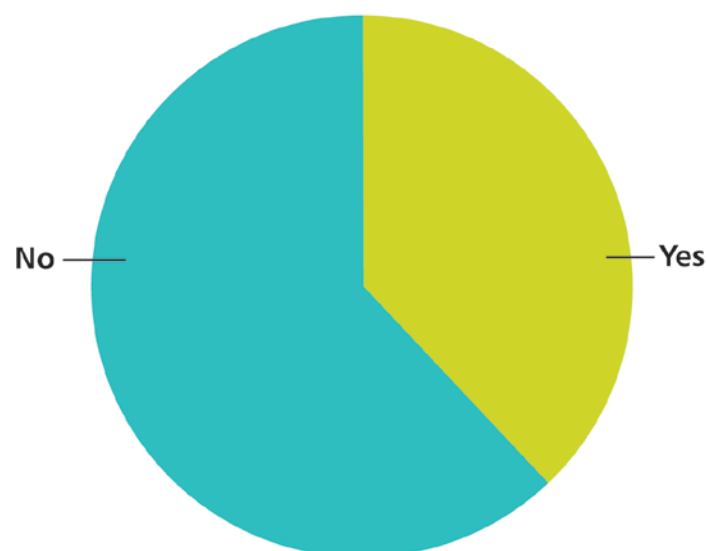
For respondents who live locally, 135 persons reported visiting a GP, of which:

- 100 people reported visiting a GP 1-5 visits
- 19 had 5-10 visits
- 16 had 10 or more visits.

There were 77 local respondents who visited a local hospital with the majority (64 persons) having 1-5 visits.

Q28 Have you or your family joined any local clubs or teams while working on the upgrade?

Answered: 944 Skipped: 49



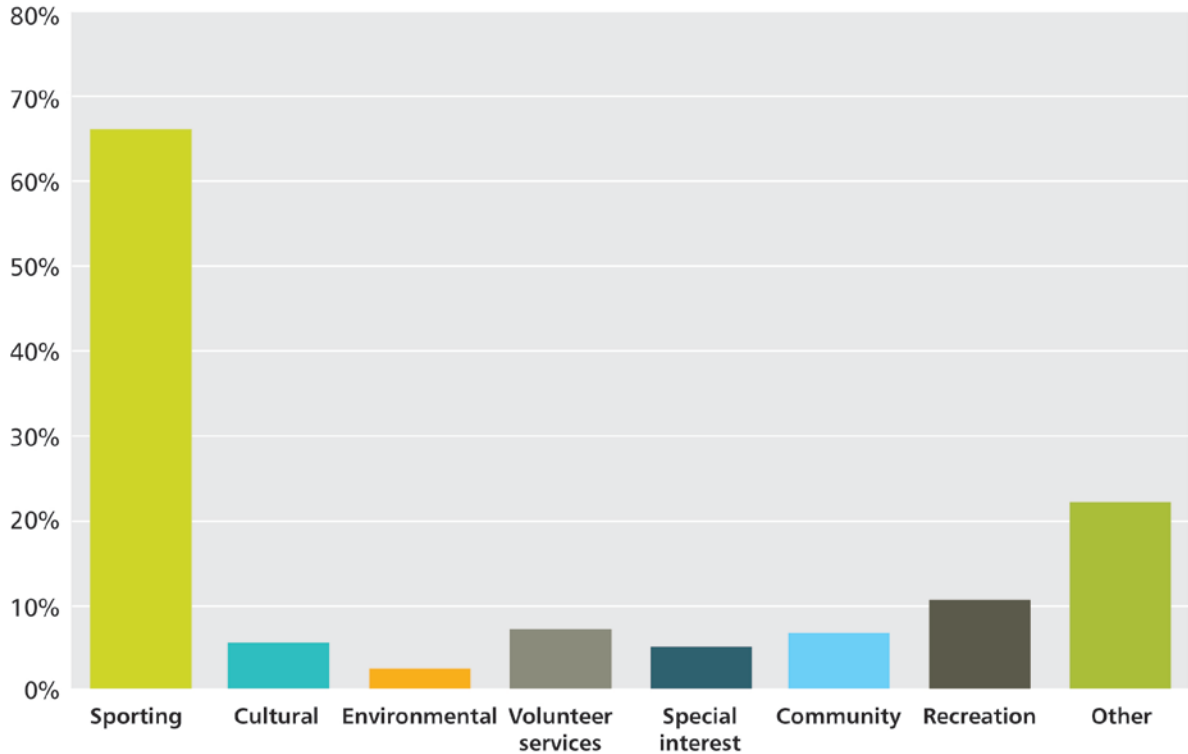
A total of 944 people responded to this question.

Of these respondents, 359 persons (38.03 percent) said they had joined a group or an activity while working on the upgrade.

Again, as the question did not ask for only those who had relocated to work on the upgrade to respond, local people also responded to this question.

Q29 If yes, please select as many as relevant

Answered: 336 Skipped: 657



From the 359 persons who answered in question 28 that they had joined a group or activity, 336 indicated in this question what types of groups/activities they joined, of which:

- By far the majority (220 persons or 65.48 percent) were sporting groups
- 36 people engaged in recreation clubs/activities
- 26 people joined volunteer services.

‘Other’ activities that people engaged in included:

- Church
- Golf club
- Licenced clubs and pubs.

Of the 359 responses, 240 were from relocated workers, of which:

- 159 persons (66.25 percent) joined a sporting activity
- 50 (20.83 percent) joined some other type of group
- 22 (9.17 percent) joined a recreational activity
- 18 (7.50 percent) joined a volunteer service.

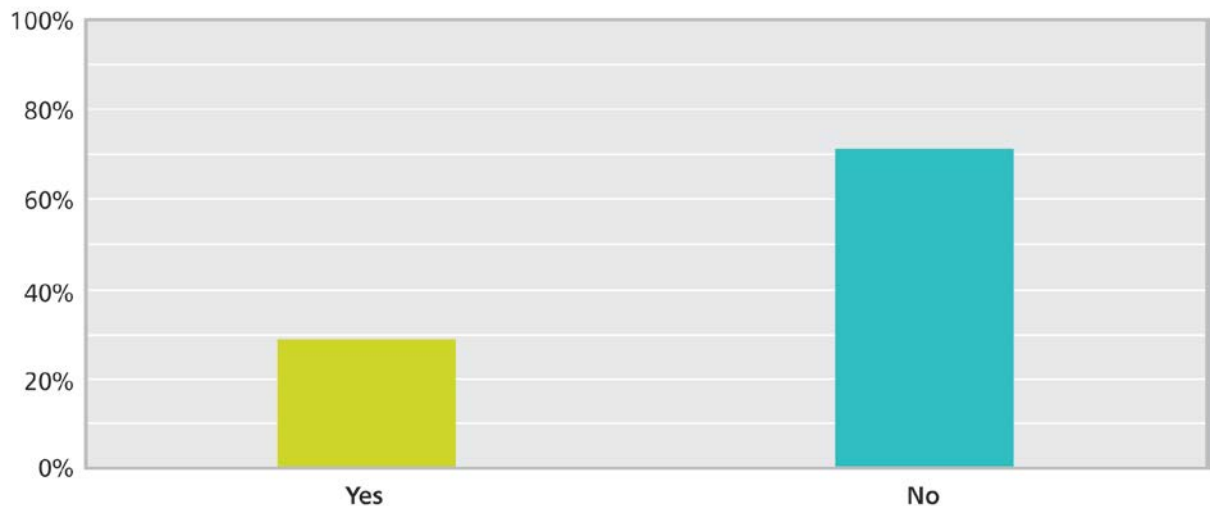
Of the 90 local respondents:

- 58 persons (64.44 percent) joined a sporting activity
- 22 (24.44 percent) joined some other type of group

- 12 persons (13.33 percent) joined a recreational activity
- Five people (5.56 percent) joined a volunteer service.

Q30 Are you thinking of permanently relocating to the area you are working in when you have finished the job?

Answered: 861 Skipped: 132



There were 861 responses to this question, even though just 633 people responded in question three that they had relocated for work.

In answer to the question of whether the person was thinking of relocating permanently to the area they are working in, by far the majority of respondents (613 people or 71.20 percent) said they were not thinking of relocating permanently and 28.80 percent said they were thinking of relocating permanently. A few respondents were unsure whether they would relocate to the area permanently. There was an equal amount of persons in each age group who were thinking of permanently relocating to the area: 24.7 percent aged 20-29 years, 26.72 percent aged 30-39 years, 23.89 percent aged 40-49 years and 24.29 percent aged 50 years+.

However, some respondents who already lived in the area before they started work on the highway upgrade indicated they were thinking of relocating to where they were working. For the respondents who already lived in the area, some of them are travelling an hour or more to work and so are not 'living' in the area they work in.

Conclusion

From the limited data there appears to be a workforce made up of both local and relocated workers, who have been working on the various sections of the Pacific Highway upgrade over the life of the project. Workers who have 'relocated' to work on a particular section of the upgrade, may have been simply re-locating from one area of the project to another, but still be living in the general vicinity. This may have been over many years as the Sapphire to Woolgoolga project began in 2010 and this was a project that many relocated workers worked on. It may be that workers spend up to seven or eight years or longer in the region working on the Pacific Highway upgrades. As such they do become part of the community, living in it, having children go to the various educational facilities and contributing economically. They are no different than other professionals who come and go in communities as their work takes them.

Housing supply for incoming workers

To date, there has not been a need for dedicated temporary worker accommodation for the Pacific Highway projects between Port Macquarie to Coffs Harbour.

Accommodation displacement

To fully understand if and how rent increases relate to the highway upgrade, a more detailed analysis of the general rental market in the area would be required.

Anecdotally, of the respondents who already lived in the area before the highway upgrade started, about 20 percent said there had not been a rent increase, while 33 percent said there had. Of the relocated workers, about 60 percent said their rent had not increased, while about 26 percent had a rent increase in the time they had been working on the project.

Impact on educational facilities

Primary school was the most used educational facility with 71 people reporting its use followed by 52 in childcare, and 42 at secondary school. While there were 52 children in childcare, this was spread across the entire region of the highway upgrade and so is not necessarily putting pressure on any one centre or area.

Excess demand on health

In terms of usage of medical facilities, the use of General Practitioners was by far the most used service by both relocated (80.85 percent) and local workers (81.82 percent). Again, this is spread throughout the highway upgrade region and is not concentrated in one location. However, there possibly could be an impact on GP services in some smaller communities if this is where the demand is.

Integration and potential retention of project workers

As would be expected, those who relocated to work on their section of the highway upgrade live closer to their project sites and therefore travel shorter distances (68.06 percent travel up to 30 minutes) than those workers who already lived within 100 kilometres of the project (44.44 percent travel up to 30 minutes). This indicates that relocated workers live in communities located close to the project sites they are working in. Just over a quarter of relocated workers indicated they were thinking of relocating permanently to the area they are working in.

Building local resilience

More relocated workers (40.81%) said they joined a local club or team while working on the upgrade than local workers (32.90%). And more relocated workers (7.50%) said they joined a volunteer service than local workers (5.56%). This may relate to the response

that relocated workers live closer to their work place, which would provide them with more time for out of work activities.

Legacy

There doesn't appear to any bias of relocated workers having longer stints on the highway upgrade compared with those respondents who were already living in the area. 43.52 percent of relocated workers are working on the highway upgrade for 1-2 years and 41.10 percent of local respondents are working on the upgrade for the same amount of time.

Of the relocated road workers, about half had worked on other sections of the highway upgrade. This means that they have been living in the vicinity of the Pacific Highway upgrade program for some years now working on various projects. Two thirds of the respondents who already lived in the area have worked on other sections of the highway upgrade.

What is important is the length of time the relocated workers are staying on the project, as they are the people who are assumed to put pressure on services/housing. But, they may be no different to someone moving in for two or three years to run a business and then leave.

Appendices

Appendix 1 Survey

Pacific Highway Upgrade construction workforce survey - Port Macquarie to Coffs Harbour

This survey has been developed and is being distributed by TS Consultants on behalf of Roads and Maritime Services. Roads and Maritime is seeking to better understand its construction workforce by surveying workers on the Pacific Highway upgrade between Port Macquarie and Coffs Harbour. Information gathered from the survey will be used to help inform communities neighbouring future upgrades about the requirements of our workforce and how to prepare for the arrival of workers to the area. The survey is completely anonymous and no identifying information will be collected. It will take about 5 minutes to complete. If you have any questions about this survey please contact:

- Tricia Shantz: email tsconsultants@iinet.net.au or phone 0421 422 645
- Anna Andrews: email anna.andrews@rms.nsw.gov.au or phone 0477 325 820

The completed survey is to be returned to XXX by November XX, 2015.

1 Which section of the Pacific Highway upgrade are you currently working on? Please tick one ☒

- ☐ Oxley Highway to Kundabung ☐ Kundabung to Kempsey ☐ Frederickton to Eungai
☐ Warrell Creek to Nambucca Heads ☐ Nambucca Heads to Urunga

1b Have you worked on any of the other sections of the highway upgrade (as above) recently? If so, which ones? Please tick as many as relevant ☒

- ☐ Oxley Highway to Kundabung ☐ Kundabung to Kempsey ☐ Frederickton to Eungai
☐ Warrell Creek to Nambucca Heads ☐ Nambucca Heads to Urunga ☐ Sancroix interchange
☐ Herons Creek to Stills Road ☐ Sapphire to Woolgoolga ☐ Devils Pulpit
☐ Other: _____

2 Before the upgrade started, where did you live? Please tick one ☒

- ☐ Within 100km of the work area ☐ Relocated from outside 100km of the work area

2b If you re-located do you go back to your usual home on weekends? Please tick one ☒

- ☐ Never ☐ Every weekend ☐ Every 2nd weekend ☐ Once/month
☐ Other: _____

3 What is your employment status? Please tick one ☒

- ☐ Direct employee to head contractor ☐ Subcontractor ☐ Labour Hire
☐ Roads & Maritime Services ☐ Professional services contractor ☐ Project Verifier
☐ Other: _____

4 Length of time anticipated to work on the project within the area. Please tick one ☒

- ☐ 6 months or less ☐ 6 months to one year ☐ 1 year to 2 years ☐ 2 to 3 years

5 Gender: Please tick one ☒

- ☐ Male ☐ Female ☐ Other

5b Are you of Aboriginal or Torres Strait Islander background?

- ☐ Yes ☐ No

6 What is your age group? Please tick one ☒

- ☐ Under 19 years ☐ 20-29 years ☐ 30-39 years ☐ 40-49 years
☐ 50-59 years ☐ 60-64 years ☐ 65 years +

7 Family Status. Please tick one ☒

- ☐ Single ☐ Couple without children ☐ Couple with children ☐ One parent family

7b If you have a partner/family did they relocate with you? Please tick one ☒

- ☐ Yes ☐ No ☐ Other: _____

7c If your partner relocated with you, are they working locally. Please tick one ☒

- ☐ Yes ☐ No

7d If yes, in which industry or service are they employed? Please tick one ☒

- ☐ Road construction ☐ Other construction ☐ Health ☐ Education
☐ Child or aged care ☐ Hospitality ☐ Retail ☐ Other _____

8 What is your accommodation status while working on the project? Please tick one ☒

- ☐ Own ☐ Rent ☐ Staying with friends ☐ Company provided
☐ Other: _____

8b Do you live in a town or rural? Please tick one ☒

- ☐ Town/village ☐ Rural

8c What is your dwelling type? Please tick one ☒

- | | | | |
|---|---|--------------------------------|---|
| <input type="checkbox"/> House: | <input type="checkbox"/> 1 bedroom | <input type="checkbox"/> Unit: | <input type="checkbox"/> 1 bedroom |
| | <input type="checkbox"/> 2 bedrooms | | <input type="checkbox"/> 2 bedrooms |
| | <input type="checkbox"/> 3 bedrooms | | <input type="checkbox"/> 3 bedrooms |
| | <input type="checkbox"/> 4 or more bedrooms | | <input type="checkbox"/> 4 or more bedrooms |
| <input type="checkbox"/> Studio/Granny flat | <input type="checkbox"/> Caravan | <input type="checkbox"/> Cabin | <input type="checkbox"/> Other: _____ |

9 Living arrangements. Please tick one ☒

- | | | |
|--|--|--|
| <input type="checkbox"/> Single | <input type="checkbox"/> Couple | <input type="checkbox"/> With own family |
| <input type="checkbox"/> Shared with other Pacific Highway upgrade workers | <input type="checkbox"/> Shared but not with Pacific Highway upgrade workers | |
| <input type="checkbox"/> Other: _____ | | |

10 If renting, how much is your weekly rent? Please tick one ☒

- | | | |
|---|---|---|
| <input type="checkbox"/> Less than \$199/week | <input type="checkbox"/> Between \$200-\$349/week | <input type="checkbox"/> Between \$350-\$549/week |
| <input type="checkbox"/> Between \$550-\$649/week | <input type="checkbox"/> \$650 and over/week | |

11 If you are renting, has the rent increased since you started the job? Please tick one ☒

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

11b If you answered yes, by how much? Please tick one ☒

- | | | | |
|--|--|---|--------------------------------------|
| <input type="checkbox"/> \$1-\$50/week | <input type="checkbox"/> \$51-\$100/week | <input type="checkbox"/> \$101-\$150/week | <input type="checkbox"/> \$151+/week |
|--|--|---|--------------------------------------|

11c If yes, how often has your rent increased? Please tick one ☒

- | | | | |
|--|--|--------------------------------------|---|
| <input type="checkbox"/> Once every three months | <input type="checkbox"/> Once every six months | <input type="checkbox"/> Once a year | <input type="checkbox"/> Once every two years |
|--|--|--------------------------------------|---|

12 How long does it take you to travel from your accommodation to the project site each way?

- | | | | |
|---|--|---|---|
| <input type="checkbox"/> Up to 30 minutes | <input type="checkbox"/> 30-45 minutes | <input type="checkbox"/> 45 minutes to 1 hour | <input type="checkbox"/> More than one hour |
|---|--|---|---|

13 What is your current job on the highway upgrade? Please tick one ☒

- | | | |
|---|---|--|
| <input type="checkbox"/> Manager/professional | <input type="checkbox"/> Tradesman | <input type="checkbox"/> Plant operator |
| <input type="checkbox"/> Labourer | <input type="checkbox"/> Administration | <input type="checkbox"/> Ancillary support staff |

14 Have your skills been upgraded over the time you've worked on the upgrade? Please tick one ☒

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

14b If you answered yes, please have you received a certificate/qualification? Please tick one ☒

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

15 If you have re-located to work on the upgrade do you/your family have school/educational requirements?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

15b If yes, what level is the requirement and how many family members, including yourself and your partner?

- | | | |
|---|---|---|
| <input type="checkbox"/> Childcare _____ | <input type="checkbox"/> Pre-school _____ | <input type="checkbox"/> Primary school _____ |
| <input type="checkbox"/> Secondary school _____ | <input type="checkbox"/> TAFE _____ | <input type="checkbox"/> University _____ |

16 Have you/or any members of your family, used medical facilities while working on the highway?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

16b If yes, please tick the approximate number of times you used these services

- | | | | |
|---|-------------------------------------|-------------------------------|-------------------------------------|
| <input type="checkbox"/> Local hospital: | <input type="checkbox"/> 1-5 visits | <input type="checkbox"/> 5-10 | <input type="checkbox"/> 10 or more |
| <input type="checkbox"/> GP: | <input type="checkbox"/> 1-5 | <input type="checkbox"/> 5-10 | <input type="checkbox"/> 10 or more |
| <input type="checkbox"/> Community Health: | <input type="checkbox"/> 1-5 | <input type="checkbox"/> 5-10 | <input type="checkbox"/> 10 or more |
| <input type="checkbox"/> Other, eg Physiotherapist, Occupational Therapist, Dentist _____ | | | |

17 Have you/or any members of your family joined any local clubs, teams while working on the upgrade?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

17a If yes, please tick as many as are relevant

- | | |
|--|--|
| <input type="checkbox"/> Sporting (soccer, netball, swimming etc) | <input type="checkbox"/> Cultural (choir, theatre, music) |
| <input type="checkbox"/> Environmental | <input type="checkbox"/> Volunteer services |
| <input type="checkbox"/> Special interest (gardening, bird watching etc) | <input type="checkbox"/> Community (parenting, support groups etc) |
| <input type="checkbox"/> Recreation (hiking, model planes etc) | <input type="checkbox"/> Other: _____ |

18 Are you thinking of permanently re-locating to the area you are working in when you have finished the job?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Appendix 2

Site meeting locations and attendees

Pacific Highway Construction Worker Profile Research Project

Meeting times:

Tuesday 20 October

1. 1.30 – 2.30pm

Nambucca Heads to Urunga, Lend Lease

Location: Site compound, Ballards Road, Nambucca Heads NSW 2448

2. 3.30 – 4.30pm

Warrell Creek to Nambucca Heads, Acciona Ferrovia (Pacifico) joint venture

Location: Site compound, **Pacifico Boardroom, 124 Albert Drive, Macksville
NSW 2447**

Wednesday 21 October

3. **10.30 - 11.30am**

Frederickton to Eungai, Thiess

Location: Site compound, 229 Cooks Lane, Clybucca NSW 2441

4. **1.30 - 2.30pm**

Kundabung to Kempsey project, McConnell Dowell/OHL joint venture

Location: Site compound, Kundabung Road, Kundabung NSW 2441

5. **3.00 - 4.00pm**

Oxley Highway to Kundabung project, Lend Lease

Location: Site compound, 7909 Pacific Highway, Pembroke NSW 2446



rms.nsw.gov.au/projects/pacific-highway



13 22 13



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